EXHIBIT A
Office Depot PC Support Agent Report

Your overall PC health status

POOR

1 Critical Problem Unsolved, 1 Suggestion
Please review the results below

Our Recommendation:

PC Diagnostic, Repair and Protection service
Call now at 1-877-384-9202
and talk to our experienced Personal Technology Expert

Detailed Report

Performance Status: GOOD

Junk Files
Removed all junk files

Removing junk files from your computer enables your PC to run faster and helps you reclaim valuable hard disk space.

Total junk files removed: 11.86 MB. (Approximate size)

Internet Explorer cache 27.81 KB
Recycle bin 0.00 KB
Temporary files 12121.53 KB

Windows Optimization
Optimal

Disk Space
Optimal

Security Status: POOR

Malware Symptoms
Found

Found Infections in your system.

Quick Malware Scan
Optimal
<table>
<thead>
<tr>
<th><strong>Antivirus</strong></th>
<th><strong>Optimal</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Antispyware</strong></td>
<td><strong>Optimal</strong></td>
</tr>
<tr>
<td><strong>Firewall</strong></td>
<td><strong>Optimal</strong></td>
</tr>
<tr>
<td><strong>Windows Update</strong></td>
<td><strong>Optimal</strong></td>
</tr>
</tbody>
</table>

**Data Status:** **GOOD**

<table>
<thead>
<tr>
<th><strong>Data Backup Software</strong></th>
<th><strong>Optimal</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>System Restore Check</strong></td>
<td><strong>Optimal</strong></td>
</tr>
</tbody>
</table>

**System Status:** **GOOD**

<table>
<thead>
<tr>
<th><strong>Service Pack</strong></th>
<th><strong>Optimal</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Processor</strong></td>
<td><strong>Optimal</strong></td>
</tr>
<tr>
<td><strong>Physical Memory</strong></td>
<td><strong>Optimal</strong></td>
</tr>
<tr>
<td><strong>Video Graphics Card</strong></td>
<td><strong>Optimal</strong></td>
</tr>
</tbody>
</table>

For any other PC related problems visit officedepot.support.com or CALL 1-877-384-9202