



IS CARBONITE PERSONAL BACKUP RIGHT FOR YOU?

Just Ask Our Customers...

It's not magic. It just seems that way. Carbonite Personal cloud backup plans are all about simplicity. That means you can set it and forget it. You can do what you normally do while Carbonite works in the background automatically and continuously backing up your new and changed files to the cloud. Plus, backup space is unlimited so you can rest assured all your important files are fully protected.

From floods and fires, to computer crashes, and even spilled lattes, one thing is certain: Losing your digital photos, videos and files is stressful. But with Carbonite you don't have to worry. What are some of the key benefits of Carbonite Personal plans? Here's what our customers are saying:

Powerful yet simple disaster recovery

Linda Diehl-Darms' home burned to the ground along with all of her personal belongings when a massive wildfire ripped through Lake County, California in September 2015.

Fortunately, Linda and her family members escaped the flames without injury and immediately began to rebuild their lives. Her home computer was completely destroyed in the fire. But Linda was very happy when she remembered that all of her digital files – including artwork, poems, family pictures and more – were safely backed up to the cloud with Carbonite.

"I didn't even think to take my computer out and we weren't allowed to come back home for a week," she said. "My friend who originally told me about Carbonite is going to get a great big hug next time I see her."

Ransomware protection

Sandler Dickson is a longtime real estate agent from Tallahassee, Florida. He's been using Carbonite for several years but never had to restore files from backup until recently when his home computer became infected with a nasty ransomware virus.

Ransomware is a form of malware created by cybercriminals that latches onto a computer and threatens to destroy all the files unless a hefty ransom is paid. But

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Sandler is a fighter. Instead of paying the ransom, he deleted all of the infected files and used Carbonite to restore clean versions from backup.

"We ran all kinds of programs and we couldn't get the malware off the computer," he recalled. "We decided that the best thing to do was to just clean the whole system and start fresh."

Sandler also loves the fact that Carbonite continuously backs up his computer in the background without him having to worry about it. "Once you set up your backup, you don't have to be concerned," he said. "You know it's going to be there."

Accidentally deleted your file? No problem

David Trusty is a client executive for a software company who regularly takes his work home with him. David recently spent weeks creating an important PowerPoint presentation that consisted of more than 30 slides. Working on his home computer, David accidentally saved the file incorrectly, cutting the presentation down to just three slides. He had no time to re-create the presentation and feared he lost the majority of his work forever.

"I almost started crying right there because I had a major meeting that afternoon to present the entire deck and there was no way I was going to make it," he said. "But then it dawned on me that I had Carbonite."

David logged into his Carbonite Personal account where he found a "pristine" version of the presentation. He quickly restored the file from backup and made it to the meeting on time.

Award-winning customer support

Carla Luan is a busy author of romance, suspense and adventure novels who writes under the pen name Kay David. She's published more than 40 popular books with titles like "Texas Hold'Em," "The Negotiator," and her latest, "The Fallen." Carla recently had some questions about her backup configuration and called Carbonite's award-winning, U.S.-based Customer Care Team. She was thrilled with the service she received.

"Each step of the way I was impressed because people didn't try to give me the runaround. There was a real willingness to actually resolve the issue," she said. "The team was great about keeping me informed of the process and touching base with me."

Judie DePerry is a retiree from California who uses Carbonite Personal to back up her home computer. One day she received an automated email from Carbonite which told her that, due to a minor problem with the computer, her files were temporarily not being backed up. Anxious to find a solution, Judie decided to call the Carbonite Customer Care Team.

"First off, I was so happy that I was speaking to someone here in the USA," she said. "He was very patient and considerate. He immediately put me at ease, took charge and explained everything he was going to do. The job was done quickly and I was totally relieved."

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