



## Standard Fee Services

(as of January 1, 2009)<sup>1</sup>

SERVICES	DETAILS	COST <sup>2</sup>
<b>Home Call &amp; On-Site</b>	On site, pre-scheduled visit (this is the minimum charge for <b>any</b> visit, <b>before</b> any work is performed, but <b>includes</b> the first 30min). <b>ALL</b> Services listed below include this fee in the price (except Memory Upgrade). Charged only <b>ONCE</b> per <i>incident</i> <sup>3</sup> . Subsequent visits for the same incident are not charged.	\$30.00
<b>Standard Memory Upgrade</b>	Includes purchase, installation and testing of new memory chip. (This service usually requires a Home Call visit to determine RAM type and speed). Price does not include cost of parts.	\$30.00
<b>Standard PC Tune-up</b>	<ul style="list-style-type: none"> <li>• Optimize currently installed memory (RAM)</li> <li>• Clean hard drive temp folders &amp; cache</li> <li>• Fix Windows registry issues</li> <li>• Apply performance tweaks &amp; settings</li> <li>• Audit current PC security settings (firewall, Anti-virus, etc.)</li> </ul>	\$49.99
<b>Advanced PC Tune-up</b>	<p><b><u>All Standard PC Tune-up services, plus:</u></b></p> <ul style="list-style-type: none"> <li>• Fix all Security related issues</li> <li>• Uninstall unused programs</li> <li>• Fix any system error pop-up messages</li> <li>• Clean case interior and resolve any heat related issues</li> </ul>	\$79.99
<b>Standard Spyware / Adware Removal</b>	<ul style="list-style-type: none"> <li>• Security baseline audit (current condition)</li> <li>• Fix pop-up messages from spy/scamware</li> <li>• Fix any broken Windows registry entries</li> <li>• Update all AV programs and complete AV scan</li> </ul>	\$79.00
<b>Advanced Virus Removal -or- Windows Repair/Reinstall</b>	<p><b><u>All Standard Spyware/Adware removal services, plus:</u></b></p> <ul style="list-style-type: none"> <li>• Remove malicious virus infections if possible</li> <li>• Repair Windows operating system ...(or)</li> <li>• Re-install Windows and restore personal data</li> </ul>	\$129.00
<b>Wireless Network Installation</b>	<ul style="list-style-type: none"> <li>• Obtain and install all wireless equipment</li> <li>• Set-up wireless Security on router</li> <li>• Configure PCs for wireless connection</li> <li>• Set up one shared device/printer</li> </ul>	\$95.00 (1-2 PCs) \$115.00 (3-4 PCs) (\$20 less for wired)
<b>Windows Tutorials</b>	<ul style="list-style-type: none"> <li>• Basic to Advanced Windows (95, 98, Me, XP, Vista)</li> <li>• Basic &amp; Intermediate MS Word / Excel / Outlook</li> <li>• Basic to Advanced Internet</li> <li>• Basic &amp; Intermediate Email Clients</li> </ul>	\$45.00 (1 <sup>st</sup> hr) \$30.00 (2 <sup>nd</sup> hr) \$15.00 (3 <sup>rd</sup> hr)
<b>Other Services</b>	<ul style="list-style-type: none"> <li>• Computer and / or Network Troubleshooting</li> <li>• Custom Desktop Computer Builds (Home or Office)</li> <li>• Website Design &amp; Domain set-up</li> <li>• Consultation Services (network set-up, upgrades)</li> </ul>	Call For Pricing

<sup>1</sup> Prices subject to change without prior notice.

<sup>2</sup> All quoted prices are before sales tax and do not include cost of any required parts or software.

<sup>3</sup> An "incident" refers to the same initial problem on *one* machine. It does NOT refer to *multiple* issues on *one* machine, which may require subsequent visits.