

A1 COMPUTER SERVICE & REPAIR ~ SERVICE SHEET (616) 780 3512

1) The House-call.

How much? A house call can cost as little as \$55.00, at most, \$150.00. Most house calls I do range from between \$75.00 and \$93.50. This is based on an average home with between 1 and three computers.

How it works: Call **780-3512** and make an appointment. We find a time that is convenient for you, and I show up and fix the problem(s).

2) The \$150.00 Reformat:

A 2 hour charge, but it takes a lot longer than that. A *reformat* means erasing everything off the hard-drive and replacing it. Please remember, the PC will not be *exactly* the way it was before the reformat. Changes to settings and parameters by the owner make every computer unique.

I save all important files before the format, and replace them when I'm done. This includes:

- I. Saving and restoring the following files:
 - a. "My Documents" files
 - b. Favorites
 - c. Emails, contacts, calendar, notes
 - d. Bookkeeping software: (QuickBooks, MS Money etc.)
 - e. any files the customer wants to keep.

- II. The re-installation of the following programs:
 - a. Windows Operating system
 - b. Word Processing program
 - c. CD burning software
 - d. DVD player software
 - e. Windows Media Player, Adobe Acrobat reader, Picasa photo manager
 - f. all Windows Updates
 - g. all hardware drivers installed and tested.
 - h. connect and op-check 1 printer

Please note that due to licensing regulations, I can only re-install programs you already own.

3) The Business Office-Call:

Business rate is \$75.00/hour. = one hour minimum.

4) Monthly Preventative Maintenance (or bi-monthly)

Update and maintain operating system and security software, maintain regular backups
\$75/hour