

# PC - BUG FIXER

FOR COMPUTER QUALITY, SERVICE AND SUPPORT

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## Price List Page 3 of 4

**Price List Effective From; 26 Sep 2011 Subject to Change Without Notice**

### **Custom Installation, Configuration and Setup of New Computer System.**

**Custom Installation, Configuration and Setup of New Computer System and or Maintenance Agreement (MA) PC Work Station Service.** = \$ 392.10 per PC Station.

Service includes:-

- Installation of all known Operating System patches and updates,
- All Application Software updates and patches for existing software on PC Station,
- Simplification of Shortcut Menu structure,
- Installation of latest Free/Shareware System Utility Software (\*#)
- Custom configuration of all installed software, updates and patches,
- Custom Optimization (defragmentation) of Hard Disk Files and Folders,
- Hardware Testing of, Hard Disk, Memory, Graphic Card, %CD/DVD and %Floppy Disks or Card Reader (% includes lens and head cleaning) etcetera.
- (\*#) "WinZip / Win RAR / 7Zip" file compression utility, TCP/IP optimizer utility, "Adobe Acrobat Reader" pdf file reader, "Atomic Timer" PC time synchronizer, "Ad-aware" spyware detection program, "SuperAntiSpyware Free" System Program Update Checker Utility, "TweakUI" task optimizer, "GetRight" internet download utility, "Cacheman" Memory optimization utility. – # E.G. only as utility software constantly changes or is updated.

### **Custom Software Installation and Hard Disk File System Structuring Optimization (not MA).**

Installation of Software (up to 5 items) purchased with New PC purchased from PC-Bug Fixer = \$ 457.45.

Includes;

- Installation of all known Operating System patches and updates,
- All Application Software updates and patches for existing software on PC Station,
- Simplification of Shortcut Menu structure,
- Installation of latest Free System Utility Software (\*#)
- Custom configuration of all installed software, updates and patches,
- Custom Optimization (defragmentation) of Hard Disk Files and Folders,

### **This work performed on PC System not purchased from PC-Bug Fixer = \$ 784.20 (\*\*)**

(\*\*) covers 6 items of Software, including Operating System Software.

All Work performed at our workshop. If the client requires the work to be performed at their Home or Office, the standard "Call Fee" is charged in addition to the cost of any other service or installation work.

Broadband ADSL or Cable Internet connections are required for all Site service and installation work. If broadband internet connection is not available at the client's location additional time charges may be incurred for any service time exceeding 10 hours of the above installation or other service work.

### **Our Service Charges are as follows:**

**Base Rate:** \$65.35 per hour (Incl. GST) (Base means, you bring the PC to our workshop)

**Site Rate, Service Call Fee:** \$176.00 plus \$65.35 per hour or part thereof (Incl GST) (Site means, We come to your Office or Home)

**Phone Support Call Rate:** \$65.35 per hour (Incl. GST) (You call us, or + Add phone call charges)

**Remote Service Call Rate:** \$65.35 per hour (Incl. GST)

### **Annual Maintenance Agreement and Other Support Service "At Base" Rates.**

\* **Remote Connect and Help Desk Phone Support** x 1 PC - 12 month Support = \$ 240.00

- 2 to 4 PC - 12 month Support = \$ 180.00 per PC.

- 5 to 10 PC - 12 month Support = \$ 120.00 per PC. / 11 + PC's Call for quote.

\* Help Desk Phone and Remote Service support is provided;

\* From 8 am to 7 pm Monday to Friday and 9 am to 4 pm Saturday.

\* Sunday and Public Holidays: Emergency Cases or by Appointment ONLY

**\*\* Hardware warranty on base covered 1 year labor/service/parts \*\***

**\*\* Price List Effective from 3rd Week of September 2011 \*\***

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**"If the Bug is ON your PC, Squash it. - If it's IN your PC, Call PC-BUG FIXER"**

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