



## Client Flat Fee Services Rate Sheet

To better serve our customers, Valley ComputerWorks has introduced new, simpler pricing and services- featuring flat fee rates. You can choose from any of our most commonly performed services and pay a flat rate instead of an hourly charge. Our Flat Fee Service includes all labor and transportation charges, the only additional charge is for supplied or equipment if needed.



### Exclusively On-Site Services (*Mobile Tech Service*)

**Wireless Network Setup** - A wireless network allows you to share your high-speed internet connection with every PC in your home or office. This means you can browse the web from your laptop in the backyard, print from your couch and email from your bed. Flat fee is for up to two computers and does not include equipment. Additional computers can be setup for \$25 per machine.

Price:  
**\$135**

**Peripheral Setup** - Got a new printer or scanner? We can setup your new device and make sure it is connected and installed correctly. We will even show you how to use it.

**\$85**



### Exclusively Tech Center Services (*Depot Service*)

**Basic Tune-Up** - Is your computer running too slow? This is our most popular service by far. Our technicians can help. We will go through your computer and remove any traces of spyware, adaware, and viruses. When we are done your computer will start faster, run smoother, and pop-ups will be gone. This service is a great value and is recommended on a regular basis for optimal performance of your machine.

Price:  
**\$110**

**Advanced Tune-Up** - Sometimes our basic tune-up just isn't enough. If your computer has become bogged down we may have to perform advanced work on it. Sometimes this means doing some digging to find the root of the problem.

**\$150**

**Additional User Accounts** - With any of our available Tune-Up packages we have to perform many of the same steps for each additional user account on your computer. If there are any user accounts you no longer need, we can remove them for you as requested.

**\$20**

**Complete Computer Refurbish** - Was your computer working fine when you first got it, but now it just isn't the same? We can restore your computer back to new with our refurbish program. We will erase the entire hard drive and start over. Re-installing everything you need and nothing you don't. We will even evaluate whether there are any easy and affordable upgrades that can be done to make it run even better than new. This also includes a PC cleaning and full needs assessment/hardware review.

**\$175**   
**\$150**

- With data backup and transfer
- Without any data backup

#### Service Option Key



= **On-Site Service- Mobile Tech:** A Technician will come to your Home or Office and perform the needed work.



= **Tech Center- Depot Service:** Work will be performed from our Hadley facility- all equipment is dropped off at our office.

Valley ComputerWorks, Inc.

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**On-Site (Mobile Tech) and Tech Center (Depot) Services**

**Software Install** - Whether you use Word Perfect or MS Word, QuickBooks or Quicken, Outlook or Eudora, we can help you install all of your software and configure it just the way you like it.

**Back-Up System** - Computers are fragile and that means all of your data is at risk of being lost or corrupted unless you perform regular backups. We can help you create a backup system, install and configure it, and then teach you how to use it (additional hardware may apply).

**Data Transfer.** Have a new PC but your important data is still on your old one? If you need help moving files from one computer to another, this service is perfect for you. In most cases we can even move email messages, address books, and financial data.

- **Level 1** - up to 250MB of word documents, pictures, songs, or other basic files.
- **Level 2** - up to 1GB of data including files that need to be imported like email.
- **Level 3** - up to 5GB of any type of data.
- **Custom** - \$55 flat fee plus \$8 per GB (add \$25 for onsite)

**Basic Upgrade Service** - Need a new CD burner? Want to add some RAM? With our basic upgrade service we can add or replace almost any component of your computer.

**Back-Up Service.** To most of our clients, nothing is more important than their data. No one wants to turn on their computer one day and realize all of their documents and pictures are lost forever. If you don't regularly backup your files, than this service may be for you.

**CD Backup** – Have all of your important data safely backed up on a CD for you.

- **Level 1** - up to 750MB of data.
- **Level 2** - up to 1.5GB of data.
- **Level 3** - up to 5GB of data.
- **Custom** - \$55 flat fee plus \$10 per GB (add \$25 for onsite)

**VCW Vault Backup** - Want to make sure your data is really safe? You can leave your backups with us for added security. Your data will be stored in a fire-proof, water-proof, ultra secure security safe in our alarmed & monitored facility. If anything ever happens at your home or office, your data is safe in our safe. We will also keep a record of each backup you deliver for your records.

**Remote Off-Site Backup** - Want complete peace of mind? We can help. With our remote off-site backup plan all of your important data is sent over the internet to a state-of-the-art facility housed in a multi-million dollar complex. We will program your computer to complete this backup on a regular schedule, usually daily. If anything ever happens to your computer you data is safely stored miles away and ready for download as soon as your computer is repaired.

**PC Cleaning** - Computers that are not cleaned at least every 6 months can become very dirty. The dust that builds up inside the computer can actually cause it to overheat, malfunction and break. We will take apart your computer and clean it professionally to help ensure that does not happen to you.

**Consulting Package** - Ready to invest in some new technology for your home or office but not sure what to get? Whether you need a new computer, printer, mobile handheld, or scanner, this package is exactly what you are looking for. We work with the most current technology all the time; we know what works, what doesn't work, and what is coming soon. Sit down with one of our senior technicians, discuss your needs and we will do all your research, analysis, and comparisons for you. The end result will be a comparison chart with all of your options and a detailed explanation of our findings and recommendations.

**Price:**

\$45   
\$80

\$60   
\$80

\$45 \$80   
\$65 \$100   
\$85 \$125   
(see description)

\$40 \$80

\$55 \$80   
\$65 \$90   
\$100 \$125   
(see description)

\$10/monthly &  
\$15 per backup   
\$50 per backup

\$30/monthly &  
\$55 setup fee   
\$80 setup fee

\$45 \$80

\$65 \$90

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