



## Remote PC Maintenance Package

Our Technician will perform the following services:

- Update your anti-malware programs, check scan logs, check settings, run quick scans
- Review internet browsers security settings and updates for basic Windows utilities.
- Cleanup browser cookies, history and temp files
- Update Windows and install service packs
- Perform HD diagnostic and repair, and disk defragmentation
- Optimize and repair registry/system files
- Clean up your startup with *msconfig* for faster boot-up
- Suggested system maintenance icon/folder on desktop

Annual (one time) \$39.95 (each additional computer in home \$34.95)

Bi-annual (2 per year) \$69.95 (each additional computer in home \$59.95)

Quarterly (4 per year) \$139.95, (each additional computer in home \$119.95)

Our Remote PC Maintenance Package requires easy installation of our remote support utility and high speed internet. The technician will talk you through setting up the remote support utility while you are on the phone or, if you prefer, to bring your computer in, we can set up the remote support utility for you.

Questions you will be asked:

- How many computers do you want to cover?
- What operating systems are on each computer?
- What internet service do you use?
- What anti-malware programs do you use?
- Do you shut down your computer at night or leave it running?
- What day of the week/time of day would you like us to take over control of your computer to perform maintenance?
- What issues or problems have you had with your computer in the last month or so?
- Do you have any questions about what we will do and why?

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Additional fees for the following (may require in-shop services):

- Peripherals installation/trouble shooting (printers, scanners, webcams, etc.)
- Special instruction or help with software or hardware use
- Software installation (programs)
- File System Maintenance (organizing your files)
- Infected computer cleanup (CrexTechs' Vipre subscribers exempt)
- Backup media support (make sure you are getting good backups every time!)