



Vermont Geeks
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Price List - 2008

Computer Service Rates

In-Store	In-Home
\$60/ hour	\$72/ hour

Description:

- Rates are billed by the half hour, in half hour increments with a half hour minimum.
- In-Home services are also subject to travel time charges.

Comprehensive PC Tune-Up

In-Store	In-Home	Remote
\$59	\$119	\$99

Description:

- Check software update status
- Check and reset internet security settings
- Reduce background running programs
- Delete unnecessary files from hard drive
- Scan hard disk for damaged files and folders
- Disk defragmentation
- Scan and eliminate running viruses
- Find viral files on system
- Clean, delete and/or repair any infected files
- Identify spyware installed on machine
- Remove installed spyware applications
- Remove, disable, and delete all background spyware

VG Remote Assistance Packages

30 minutes	60 minutes	90 minutes	120 minutes	180 minutes
\$39	\$69	BEST VALUE! \$89	\$119	\$169
\$1.30/min.	\$1.15/min.	\$0.99/min.	\$1.075/min.	\$0.99/min.

Description:

- Purchased time may be used to solve any type of computer problem(s). As well, you may use your time for consultation, computer set-up, networking, or even adding a printer!

Service Contract Packages

Incident Based Annual Contracts:

5 Incidents	10 Incidents	15 Incidents	20 Incidents
\$200	\$375	\$525	\$650
\$40/Incident	\$37.50/Incident	\$35/Incident	\$32.50/Incident

Description:

- Priority Response within 1 business day
- Each incident includes ½ hour of labor
- Work performed On-Site as necessary
- Contracts are good for One Year from date of purchase

Per Hour Annual Contracts:

5 Hours	10 Hours	20 Hours
\$300	\$550	\$1000
\$60/Hour	\$55/Hour	\$50/Hour
18% savings	23% savings	30% savings

Description:

- Priority Response within 1 business day
- Work performed On-Site as necessary
- Purchase time ahead for huge savings
- Contracts are good for One Year from date of purchase

Preventative Maintenance & Network Service Plans

Hours/Month	Monthly	Bi-Annual	Annual
	\$60/Hour	\$55/Hour	\$50/Hour
	18% savings	23% savings	30% savings
2	120	660	1200
5	300	1650	3000
10	600	3300	6000
15	900	4950	9000

Description:

- Regular Scheduled Maintenance of your PC's and Network
- Includes PC Updates, Spyware and Virus Scanning
- Monitor hardware for potential issues and
- Work performed On-Site as necessary
- Purchase time ahead for huge savings
- Contracts are good for One Year from date of purchase

New Computer Setup

In-Store	In-Home
\$70	\$100

Description:

- Setup your new computer and optimize your experience. Includes installation of two applications.

Website Maintenance Services

Website Maintenance performed without a service contract is billed at the \$80/hr. Rate, in half hour increments.

	Starter	Intermediate	Advanced
Hourly Rate	\$65/Hour	\$60/Hour	\$55/Hour
Savings	19% savings	25% savings	31% savings
Monthly Fee	\$65	\$120	\$165
Hours/Month	1	2	3

Description:

- Substantial Savings for frequent changes to your website.
- Monthly Time does NOT 'rollover'.
- We will never go over the allotted time on your plan unless you specifically request that we do so. If your work request goes beyond what fits into your plan we will gladly provide you with an estimate up front based upon the amount of time the project is to take.
- Additional time will be billed at \$60 per hour.
- Typical turnaround time for standard requests is within three days.

À La Carte Services

Computer Pickup/Delivery	\$10	Wilmington/West Dover Only
Install Power Supply	\$30	
Install HD/Optical Drive	\$30	
Install RAM	\$20	
OS Re-Installation	\$100	
Digital Camera/ Video Camera Setup	\$100	
Universal Remote Control Setup	\$100	
iPod/MP3 Player Setup	\$100	
Wireless Internet Setup	\$70	
WEP Security Setup	\$40	(\$10 with WiFi Setup)
Internet Setup/ISP Installation	\$70	
Online Gaming Configuration	\$100	

Service Policy

While every effort is made to safeguard customer data, VERMONT GEEKS will not be responsible in the event of data loss. Please have a current backup before having machine serviced if possible.