



# JR COMPUTER CLINIC

## Support & System Health Checks

<b>System Survey</b>		<b>Cost</b>			
Initial System Survey and diagnostic visit		Free			
<b>Support and Call out charges</b>		<b>Cost/Hour</b>			
Support by fax email, telephone and on-line and support on site (service-time includes travelling time)		£36.00			
<b>System Health Software Checks</b>	<b>Silver Monthly</b>	<b>Silver Quarterly</b>	<b>Bronze Monthly</b>	<b>Bronze Quarterly</b>	
Windows update	Yes	Yes	Yes	Yes	
Anti-virus check	Yes	Yes	Yes	Yes	
Ad-ware Check	Yes	Yes	Yes	Yes	
Spy-ware Check	Yes	Yes	Yes	Yes	
Recycle Bin/Temp/Internet Temp	Yes	Yes	Yes	Yes	
Disk Clean Up	Yes	Yes	Yes	Yes	
Security Setting (Internet/Email/Firewall)	Yes	Yes	Yes	Yes	
Check system performance compared with system Specification	Yes	Yes	Yes	Yes	
Internet Connection check	Yes	Yes	Yes	Yes	
<b>Optional Software Checks</b>					
Disk Defragmentation	Yes	Yes	No	No	
Backup	Yes	Yes	No	No	
<b>System Health Hardware Checks</b>					
Hard Disk Space	Yes	Yes	Yes	Yes	
Fans clear	Yes	Yes	Yes	Yes	
Power supply clear	Yes	Yes	Yes	Yes	
DVD/CD Rom Clear	Yes	Yes	Yes	Yes	
Printer	Yes	Yes	Yes	Yes	
PC Clean (Keyboard/Screen/Tower)	Yes	Yes	No	No	
<b>Tuition during the Health Check visit</b>					
10 minute help session to answer your specific IT questions	Yes	Yes	No	No	
<b>System Health Costs -</b>					
Annual payment <i>due on date of first health check</i>	£450.00	£210.00	£400.00	£170.00	
System Health Check prices are based on <b>2 computers</b> and would include our travelling time. <i>We can quote for additional computers on request.</i>					
<b>Pre-Paid Support and Training</b>	<b>4 hours</b>	<b>8 hours</b>	<b>12 hours</b>	<b>20 hours</b>	
Support by telephone, on-line interactive and on site (service-time includes any travelling time)	£34/hour (=£136)	£33/hour (=£264)	£32/hour (=£384)	£30/hour (£600)	
<b>Pre-Paid Phone Support</b>		<b>1 Year</b>			
		£100.00			

All prices are quoted exclusive of VAT and payment is due on receipt of invoice.