

# *ACK Computing*

## On - Going Maintenance / Support Package

Within reason ACK Computing will arrive on the agreed upon client's schedule to perform basic computer maintenance operations. ACK will always "call ahead" prior to the visit for confirmation or cancelation. These operations may include some or all of the following:

Microsoft Updates

Software Updates for installed Antivirus Programs

Install updates for Adobe and Java if warranted or wanted

Update installed software packages if warranted

Physical cleaning of fans and interior of desktops, keyboards and mouse if applicable.

Update and Run "Quick Scan" feature of 3rd party antivirus / anti spyware of our choosing.

Repair any reported bad Shortcut Links

Attempt to repair any reported Printer problems

Repair any reported Network issues

Reports up on request:

> Dated "check box" form

> Any notes regarding computer condition

Pricing:

\$50 per hour - if given access we will attend to multiple computers during the hour. If we cannot attend to all of the clients computers within the hour time frame additional hours can be negotiated.

Six month or twelve month pre-paid contracts are available. Alternate months for 12 months contracts (6 months total) are available (recommended for most small business).

Six month contracts start at \$300 Discounted twelve month contracts start at \$550

This offer is to target ongoing maintenance needs and is not intended to provide answers or relief to infections, hardware failure, new software installations, etcetera. If during the scheduled "Maintenance" one or more computers are found to be "Infected" we shall inform the client and if possible do an on-site Spyware and Virus Sweep, otherwise, with permission we will bring the computer back to our Office for that purpose. Work performed on "Infected" computers with Contract clients will be billed at \$50 per hour.