



WWW.THECOMPUTERTECHSQUAD.COM

SERVICE OFFERINGS

THURSDAY, NOVEMBER 01, 2007

TABLE OF CONTENTS

Contact Information	2
Store hours of operation.....	2
After hours of operation.....	3
Computer Analysis & Consultation services.....	3
Network & Internet Services.....	3
Security Analysis & Setup Services.....	4
Website Development & Hosting Services	5
Hardware Install & Upgrade Services	5
Software Install & Upgrade Services	7
Data Backup Services.....	8
Data Recovery	8
Productivity Tools installation & Training.....	9
Training Services.....	9

CONTACT INFORMATION

Phone:

828.885.5105

828.885.7844

Email:

Support@TheComputerTechSquad.Com

Joe@TheComputerTechSquad.Com

Www.TheComputerTechSquad.Com

Postal

TheComputerTechSquad

10771 Greenville Highway

Cedar Mountain, NC 28718

STORE HOURS OF OPERATION

TheComputerTechSquad is located at 10771 Greenville Highway in the Business Park Center next to the Fire Station. Our office hours are as follows:

Monday through Friday

8:00am to 3:00pm.

We are also available after hours for your convenience or in the case of an emergency.

Charges for Onsite Services per hour are as follows:

On-Site Support Hours of Operation – 24hour by 7 days

➤ **\$75.00 for the first hour**

➤ **\$50.00 for each additional hour**

AFTER HOURS OF OPERATION

For your convenience, TheComputerTechSquad is available 24 hours a day, 7 days a week. Please call the contact numbers and leave a message if the phone is not answered promptly. Leave as much detail describing your problem as possible with your contact information. We will get back to you as soon as possible!

Charges for Services outside of the services menu described below or not scheduled services are as follows:

After Hours of Operation – 24 by 7

COMPUTER ANALYSIS & CONSULTATION SERVICES

Review existing technology requirements and provide existing product and service offerings compatible with your needs and budget.

NOTE: All Services do not include software or hardware unless otherwise stated

NETWORK & INTERNET SERVICES

Primary DSL Network Installation

Includes the installation of a DSL networkable hardware box and two network devices. Your devices will be able to communicate together using shared devices and access the Internet if available. Hardware for this installation is included except for a required media filter for every used phone jack.

Required Media Filter.

Small Office Network Installation

Includes the installation of a networkable (Switch, Router) hardware box and two network devices. Your devices will be able to communicate together using shared devices and access the Internet if available. Hardware for this installation is not included.

Add Device to Existing Network

- ✓ A computer
- ✓ Access point
- ✓ Print server
- ✓ Range extender

- ✓ Additional Devices

You can add additional devices for

Additional hardware may be required and is available at reasonable installation costs. Call for a free quote.

Network Problem Determination and Resolution

We will determine and resolve all you network issues including talk to Citcom or any other Internet Provider for you.

SECURITY ANALYSIS & SETUP SERVICES

PC Setup

Our Squad will remove your new PC from the store packaging or simply relocate your existing PC from a previous location to its new location and correctly connect and test all its components including any previous Internet connectivity or network devices.

Network and Wireless Security Setup

Consult and advise for certain security threats in order to customize and implement your security requirements.

Standard Security and Performance

An initial clean-up and diagnostic to improve your computers Security and Performance

- ✓ Disk Performance Analysis and Defragmentation
- ✓ Network Firewall
- ✓ Clean unused files and temporary folders
- ✓ Add Anti-Spyware software

Advanced Security and Performance

Includes all of the Standard Security and Performance items with enhanced Anti-Virus additions and Windows updates.

- ✓ Includes all Windows Updates Security Patches and Windows System enhancements
- ✓ Anti-Virus Software
- ✓ Registry Clean-up
- ✓ Disk Performance Analysis and Defragmentation
- ✓ Network Firewall
- ✓ Clean unused files and temporary folders
- ✓ Add Anti-Spyware software

WEBSITE DEVELOPMENT & HOSTING SERVICES

Let us put you on the Fast-Track to Internet Marketing and Services. We can quickly develop a website for you and give you the option of letting us host it and administrate it for you.

All Sites include the following pages:

- ✓ Welcome
- ✓ Services
- ✓ Products
- ✓ About Us
- ✓ Contact Us
- ✓ Feedback Form

Hosting Services Include

- ✓ Domain Name
- ✓ 10 email accounts
- ✓ 1 Gigabyte of Space
- ✓ FTP Services
- ✓ 1 hour of Site Administration per month

➤ Ecommerce Sites with shopping carts are priced separately after consultation.

HARDWARE INSTALL & UPGRADE SERVICES

Hardware Install (upgrade/service)

Agents are ready to install any one PC compatible internal or external hardware device onto your desktop or laptop.

Examples include:

- ✓ Memory
- ✓ Graphic/video card memory
- ✓ Hard drive
- ✓ Optical drive

Hardware is not included.

SOFTWARE INSTALL & UPGRADE SERVICES

Single Title Software Install -Includes required patches if available

Software Suite Install

Service includes the installation of several software suites available including related upgrades and patches.

- ✓ Microsoft Office
- ✓ Open Office
- ✓ Star Office
- ✓ Customer Selected Suites

Software is not included.

Operating System

Windows XP or Vista only. Installation includes all upgrades and patches.

We can install the version of Microsoft® Windows that best suits you and your computer, as well as all critical updates. Software is not included.

DATA BACKUP SERVICES

Automated Data Backup

- ✓ Connect external hard drives or thumb drive to your computer (hard drive not included)
- ✓ Install software and drivers
- ✓ Verify that the drivers are functional
- ✓ Install selected backup software (software not included) Recommendation "Norton Ghost "
- ✓ Set up operating system software for network system access and data
- ✓ Configure your computer to routinely back up your files
- ✓ Create a Restore Disk

Clean and Remove (Hard Drive Erasure)

Resell or donate your computer with confidence after we remove all your confidential files and information from the hard drive. Don't give away your confidential information.

DATA RECOVERY

We have the tools available to recovery deleted files or a failed hard drive. If you data is valuable, give us a try to recovery it.

Accessories Setup and Training for My Computer

PRODUCTIVITY TOOLS INSTALLATION & TRAINING

Skype VOIP Setup and Overview

Learn how to take advantage of your broadband DSL or Cable Internet connection by using the internet to access phones across the world for pennies on the dollar. Video is also an option. Many people are using this service to communicate with loved ones for free when Skype to Skype is used over the Internet. www.Skype.Com

Note: Head phones and video cameras not included but available per request at market costs.

TRAINING SERVICES

All Training is conducted at the convenience of your home or office. Training at the store is also available through appointment.

MP3 Setup and Training

- ✓ Use your MP3 player
- ✓ Copy your CDs onto the computer
- ✓ Burn your own CDs
- ✓ Transfer music to your MP3 player

A working high-speed internet connection is required. Hardware is not included.

One-Hour Training

Tutorial examples include:

- ✓ Internet Browsing
- ✓ Using eBay
- ✓ Selected Software
- ✓ Basic PC skills

Two-Hour Training

Tutorial examples include:

- ✓ Internet Browsing
- ✓ Using eBay
- ✓ Selected Software
- ✓ Basic PC skills