Computer & People Support

Pricing Schedule

How to join	Spring 2011
Membership	
Joining fee	**£30.00**
Starter Pack (Data Sheet, Poster Guides, A4 display folder-20 pockets and mouse-mat)	**£10.00**
Membership gives up to 3 email queries per month and access to tutorial and consultancy services, use of Topsites pages and guide downloads	
Total	**£40.00**
Subscription	
Monthly Standing Order Minimum 12 months	**£9.00**
or a one off annual payment Renewed in advance	**£108.00**

Annual services for first home computer		
Computer Annual Service	Dust and clean exterior of computer. Run maintenance programs. Uninstall unwanted software. Troubleshoot any issues resulting from configuration drift. Full summary.	**£75.00**
Annual Security Renewal	New licence and new version of security software installation, with customer familiarisation and full summary (including cost of Norton Internet Security)	**£90.00**
Not Under My Roof Service	Annual review of filtering and security settings on home modem router (If applicable and excluding hardware requirements)	**£75.00**

Discount on services for additional home computers: **20%**

Annual services for additional home computers		
Computer Annual Service	As above	**£60.00**
Annual Security Renewal	As above (including cost of Norton Internet Security)	**£75.00**

Installation and set up of a new computer (assuming existing broadband)

Hardware assembly for a new tower system or desktop – including ergonomic advice on layout, labels for electric plugs and cable-tidies	**£30.00**
Software installation (including operating system set-up, activation of Internet Security trial and any other software)	**£70.00**
Total for computer	**£100.00**

Installation of a new laptop (assuming existing broadband)

Ergonomic laptop assembly (and recommendation) for laptop riser, keyboard and mouse to encourage safe computer use and avoid RSI, back and eye problems	**£30.00**[*]
Software installation (including operating system set-up, Internet Security activation and any other software)	**£70.00**
[*]**not essential** **Total for laptop**	**£100.00**[*] **or £70.00**

Broadband installation

Broadband installation (telephone or cable)	**£50.00**

Additional services

Inkjet printer installation (Printer, Scanner, Copier) per computer	**£50.00**
Colour Laser Printer installation – first computer	**£50.00**
Each additional computer	**£10.00**
Transfer of data from old computer **per hour**	**£50.00**

Tutorial Charges   Spring 2011

Computer Driving Lessons (Tutorial instruction)

Weekly	1 hour lesson	**Minimum of 4**	**£40.00**
Ad-hoc	1 hour lesson		**£60.00**
Examples:	Family Safety course of 4 lessons		**£160.00**
	Learn the basics course of 6 lessons		**£240.00**

Notes:

1   All lessons or service appointments must be scheduled and agreed in advance.

2   Any lessons cancelled with less than 1 working days notice will be charged for.