

Dr Steve North
 Computer Repairs and Support Services
 Details of Charges and Services

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Member of the British Computing Society
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Summary of popular fixed price services:

PC health check	£50
Windows recovery or reinstall	£50
Virus Removal	£30
Recommending a new PC for you	£50
Backing up your data	£50
Backing up your mobile phone contacts	£25
Setting up a Broadband connection	£50
Setting up a wireless network	£50

Fault diagnosis -

PC health check	Your computer may not be running as smoothly as it should. A PC health check can help to identify any problems that your computer may be experiencing. This usually takes approximately 1 hour. Where feasible, changes will be made to improve performance. If this is not possible, solutions will be recommended. This service includes deleting temporary files that may be clogging up your PC. This is an 'MOT' for your PC.	£50
Windows XP/ Vista/7 recovery or reinstall	There are times when Windows can become unstable, insecure or simply fails to start-up. Often the best solution is to reinstall Windows, helping to bring stability and security to your computer. To take advantage of this service your computer must have a valid Microsoft Windows Product Key together with a valid Certificate of Authenticity sticker. There may be additional costs if you do not have the original system device driver disks. I will need to take your computer away to perform this service.	£50
Optimising your PC's performance	This service is a tune up for your PC. You should notice definite performance improvements. Note: whereas a PC health check is a diagnostic service, an optimization session is not about looking for problems. If your PC does not have a problem, but you would just like to get the most from your computer then this service is for you. Rather than an 'MOT', this is a 'service'.	£30

Virus Detection & Removal	I will perform a virus scan of your PC, removing any viruses, spyware and adware detected. You may also wish to consider my services for installing antivirus software.	£30
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Need help choosing the right PC, software or gadget for your needs? I can help.

New computer system recommendations	You tell me what you want to do with your new PC and I'll provide a simple written summary, recommending the PC system that you need, the best place to buy and the best price to pay.	£50
New computer system ordering service	Concerned about ordering online? I can do it for you. You can pay me, I will order and (when it arrives) deliver your new computer system to your door.	£60
Gadget recommendations	You tell me about the gadget you would like to add (printer, webcam, scanner, removable hard drive, USB flash drive, camera, iPod, digital photo frame etc) and I'll provide a simple written summary, recommending the device(s) that you need, the best place to buy and the best price to pay for it. If you are not sure of the gadget, just tell what you want to do with your computer and I will provide a solution.	£50
Software recommendations	You tell me what you want to do on your computer and I'll provide a simple written summary, recommending the software that you need, the best place to buy and the best price to pay.	£50

Need help setting up your new computer and software? I can help

Setting up your new computer system	I will unpack your new computer system, connect it up and demonstrate that all is working. You may also want to think about my other setup services: broadband, wireless network, antivirus, email, file sharing, customised desktop, data transfer etc. If required, I will remove and dispose of all boxes and packaging.	£30
Setting up your new gadget	When you buy a new gadget (printer, webcam, scanner, removable hard drive, USB flash drive, camera, iPod, digital photo frame etc), I will set it up ready for you to use. This includes demonstrating that the device works and a simple description of how to use your new purchase.	£30
Installing and configuring application software	I will install one item of licensed software and configure it ready for your use. For example: Microsoft Office, Photoshop etc. You will need to provide the appropriate discs and the software must be genuine with a valid serial number (if applicable).	£30

Need help setting something up?

Setting up your email	If you are switching between email programs, I will transfer your emails and address book. You may need to know/provide details for your mail account: a username, password, email server etc.	£30
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Setting up antivirus software	Either your own (licensed) tool or a freeware product that I will recommend.	£30
Broadband Internet setup	If you have just received a pack from an Internet Service Provider, I will get your PC working on the Internet .This price assumes that your computer is capable of connecting to the Internet, without additional configuration. I will advise you if additional costs may apply (chargeable at my standard rate).	£50
Setting up wireless network connection for one computer	I will get one desktop or laptop computer working with a wireless router (for example: BT's Home Hub) provided by you. Your computer must already be fitted with a wireless adaptor (either built-in or USB).	£50
Setting up file sharing between two computers on a network	This assumes that you already have a working Internet connection (wired or wireless) between two PCs. This service will allow you to move files from one to the other and to view your files from either computer. I will create file share shortcuts on both computers, making it easy to find your files.	£50
Customising your desktop environment and software applications according to your specific needs	I will ask you about the way you use your computer. Then I will set up your desktop making it easier for you to find what you are looking for. For example, this might include placing simple shortcuts on the desktop for your email, web browsing, Microsoft Word etc.	£30
Organise your files	I will create a custom folder structure to store your documents and other files. Once this is done, you will easily be able to find documents, images, music etc without hours of searching. Keep your work and personal files separately. This is the computer equivalent of your office filing cabinet.	£30

Backup, restore, cleanse and recovery services:

Backup mobile phone contacts	I will back up (or restore) numbers on your mobile phone's SIM card. Then, if the worst happens and you lose your phone, you can avoid hours of wasted time manually re-entering your precious phone numbers. Also, I can copy your contacts to other SIM cards (spare phones, other family member's mobiles, landlines with SIM readers etc). You will need to provide your phone (or just the SIM card) and a USB flash drive (I can supply this). The process takes around 10 minutes and you will not need to be without your phone. I will leave you with the backed up copy on your USB flash drive.	£25
Automatic data backup	I will setup your computer to automatically backup your data without the stress and worry! This is the ideal solution to ensure you don't lose important data. You will need to have an appropriate external drive to store the backup. Blank DVDs are not suitable for this service.	£50
Data backup	The loss of data can be very stressful and could affect anyone at any time. I will backup all your important data and give it to you for safe keeping. You will need to tell exactly what you want to backup. Just documents, email etc or would you like to include	£50

	<p>photos, movies or music.</p> <p>I will backup up to 12 GB of data onto 3 DVD discs (which are included in the standard charge). If you require more data saved you can supply your own external hard drive and I will attempt to backup data equal to the capacity of that drive. Please note that I cannot backup software applications. These items must be reinstalled from their original media (please ask if you require this). Depending on the quantity of data, I may need to take the machine home and return it the next day. I will need just the main computer box and the external drive (if you are using one). Not keyboards, monitors, mice etc. You can also drop it to me without mouse, keyboard or monitor. Please call to arrange this, to ensure a rapid turnaround.</p>	
Data restore	<p>You will provide the backed-up data on DVD or an external drive (including USB flash drive) and I will attempt to restore it. Note: this assumes that I have originally backed up the data for you. If a different method has been used, then other charges may apply.</p>	£30
Data transfer + migration	<p>For many of us, we have data and personal information on our computers that we would hate to lose and sometimes cannot live without. This service will transfer all of this from an old PC to a new PC. This will include: email, your email contacts, bookmarks/favorites, pictures, music, video, documents etc. It does not include software (please ask if you require this).</p>	£50
Data cleanse	<p>Before you sell, give away or recycle that old computer, you need to make sure that your personal data is securely erased. My data cleansing service gives you peace of mind. Data is destroyed to military standards.</p>	£30
Data rescue and recovery	<p>If you have you have mistakenly deleted important files or accidentally formatted your computer hard drive, my data rescue and recovery service can usually recover some or all of your files.</p> <p>Unlike many data recovery services which charge by the megabyte (often with a final bill over £300), I offer this service for a single charge.</p> <p>I will recover up to a maximum of 12 GB of data across 3 DVD discs (included in the charge).</p> <p>If no data is recovered then the charge is £34 for my time.</p> <p>If you require more data recovered, you can either supply your own external hard drive or purchase one from me and I will attempt to backup data equal to the capacity of that drive. If this procedure takes more than the three hours that I allow for a standard recovery service, I will apply my standard hourly charges for any subsequent time taken.</p> <p>Of course, there is no guarantee. I may be able to recover data, but not necessarily the particular files that you require. The basis for this service is that the customer pays for ANY data recovered, whether or not it includes a particular item.</p>	<p>£99</p> <p>£34</p>

	To improve the chances of a successful recovery, before you contact me: DO NOT USE THE COMPUTER. Using the computer may hinder the recovery process.	
Excel password recovery	If you forgotten the password to an important Microsoft Excel file, I may be able to recover it for you. Simply attach the file to an email and send it to me, along with any clues that you may remember to the password (is it a name? does it contain numbers? etc). Unsuccessful attempt at password recovery Successful password recovery	£20 £60

Basic, friendly training to get you started with using your new computer, piece of equipment or software application. All levels of previous experience catered for.

One hour's training session to get you started	Examples of software that I can provide training in: Windows XP, Windows Vista, Microsoft Word, Microsoft Excel, Outlook Express, Windows Mail, Internet Explorer, Windows Photo Gallery, Adobe Photoshop. Ask me about other software that you need help with.	£34
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Forensic investigations conducted - concerned about web sites viewed, email sent, files deleted from a specific computer? I will need just the main computer box and the external drive (if you are using one). Not keyboards, monitors, mice etc. You can also drop it to me without mouse, keyboard or monitor. Please call to arrange this, to ensure a rapid turnaround. I will provide a discrete and confidential report. Price on application for this service.