

TotalTech Services

Computer/PC

- **Computer Tune-Up** \$49.95
Perform necessary clean-up to bring machine back to optimum performance
- **Virus and Spyware Removal** \$89.95
Remove infected files, processes and malicious programs; validate anti-virus/anti-spyware software is installed, up to date, and functioning properly
- **E-mail Support** \$49.95
Install and setup e-mail program; instruct on use and e-mail archiving/clean-up; trouble shoot e-mail difficulties
- **Green PC** \$29.95
Optimize PC to use lowest energy consumption; train on using least amount of paper and ink while printing
- **Software Install** \$39.95
Fully install and test desired software
- **Advanced Repair** \$89.95
Repair operating system error messages, peripheral device errors, software updates, operation system updates or general PC issues including browser problems; designed for repairs that take longer than 30 minutes for resolution
- **Simple Repair** \$39.95
Like advanced repair, but designed for repairs that take less than 30 minutes for resolution; upgradeable to Advanced Repair

Home Electronics

- **Gaming Console Connection** \$39.95
Connect gaming device to existing network; configure device to communicate with router; educate on use
- **Blu-ray Connection** \$39.95
Assist in connecting Blu-ray player to existing network; configure device to communicate with router; educate on use
- **Internet-Ready TV** \$39.95
Assist in connecting Internet-ready TV to existing network; configure TV to communicate with router; educate on use
- **Setup/Configuration of Gaming Blu-ray or Internet-Ready TV** \$49.95
Setup and configure up to three home electronic devices; provide instruction on hardware setup

Networking

- **Internet Router Configuration** \$99.95
Provide instruction on proper setup of router device; remotely connect to device and PC to ensure proper configuration and operation of router; configure one device to operate with the router
- **Additional Device Hookup** \$39.95
Provide configuration and testing of one additional network device to existing wired or wireless network

Mobile

- **Smart Phone Setup and Configuration** \$49.95
Assist in connecting device to PC; synch data with PC or previous device; setup and test one e-mail account; educate on use
- **Smart Phone Network Hookup** \$39.95
Configure and test smart phone device to existing network

PC Security

- **Virus and Spyware Removal** \$89.95
Remove infected files, processes and malicious programs; validate anti-virus/anti-spyware software is installed, up to date, and functioning properly
- **Security Software Install and Configuration** \$49.95
Install software and configure user settings for optimum performance; assist with proper operation of software; provide tips for safe Internet browsing

PC Devices

- **MP3/Audio Setup and Synch** \$49.95
Install required software for operation of audio device; provide training on synching device
- **Printer Setup and Configuration** \$49.95
Assist in connecting printer hardware to network or PC; install necessary printer software or drivers; perform functionality tests
- **Camera and Consumer Electronics setup** \$49.95
Install required software; synch any existing data on the device and load it on PC; provide training on location of stored data on the PC and how to synch the device with the PC in the future

TotalTech Subscriptions

Ask a Tech

- **Annual subscription** \$55.99
- **Monthly subscription** \$5.00

- Initial tune-up and PC registration
- Questions/answers only
- 20% off all resulting TotalTech services
- Minimum six-month subscription

Personal Plan

- **Annual subscription** \$169.99
- **Monthly subscription** \$15.00

- Supports one PC
- Provides customer access to all TotalTech services
- Initial tune-up and PC registration
- \$30 setup
- Minimum six-month subscription

Family Plan

- **Annual subscription** \$299.99
- **Monthly subscription** \$30.00

- Supports three PCs
- Provides customer access to all TotalTech services
- Initial tune-up and PC registration
- \$50 setup
- Minimum six-month subscription