

## IT & Computer Services and Pricing

1. Remote Troubleshooting (resolve most software and computer issues, basic or otherwise).

-**\$15 base connection fee (via TeamViewer or another remote tool) + \$30/hour (\$0.50/minute)**

2. Physical hardware/software upgrades and issues (issues related to hardware, software, or viruses/malware).

-**\$25 base service fee + \$30/hour (\$0.50/minute)**

- i. **On site:** must be within a 15-mile radius of 77508: \$5 flat fee + \$0.30/per mile outside of 77508
- ii. **Mail order:** Shipping is based on size, weight & value of item(s)
- iii. **Customer drop-off/pick-up:** no additional charges

Other services may be offered. Please fill, attach, and email the "IT Computer Service Request Form" to the best of your ability and send to: [RealRichardD28@gmail.com](mailto:RealRichardD28@gmail.com) and add any questions in the subject and I will get back to you with additional details.

Please contact tech at [RealRichardD28@gmail.com](mailto:RealRichardD28@gmail.com) with any and all questions and concerns prior to or after signing agreement.