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 77058: $5 flat fee + $0.30/per mile outside of 77058

   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 and add any questions in the subject and I will get back to you with additional details.

Please contact tech at RealRichardD28@gmail.com with any and all questions and concerns prior to or after signing agreement.