



Tech Support Services & Pricing

Single PC:

PC Diagnostic: \$35*

Using thorough diagnostics and system checks, we will find out exactly what you need to fix your PC, give you recommendations, and let you decide if you would like to go forth with repairs.

PC Repair: (Hardware/Software not included)

Onsite - \$60/hr*

Pickup - \$45/hr*

PC Clean-Up: (Hardware/Software not included) *Using the most up to date spam/virus software we will work to clean up your PC and have it back up and running quickly and efficiently for you. We will also recommend virus software for you to keep you safe and secure in the future.*

Onsite - \$60/hr*

Pickup - \$45/hr*

Remote Support: (Must have working high-speed internet connection on PC and ability to download and install software.)

Used for software installation, software issues, and email support. (Software not included. Does not include operating system installation. All virus and spyware issues must be handled on-site.)

\$35/hr per incident for the 1st hour*

\$25/hr for every hour thereafter*

Network:

Network Assessment: \$50*

We will examine your current network to pinpoint problems you are experiencing or go over plans for a new network installation.

Network Repair: \$80/hr*

Remote Support: (Must have working high-speed internet connection on PC and ability to download and install software.)

Used for software installation, software issues, and email support. (Software not included. Does not include operating system installation. All virus and spyware issues must be handled on-site.)

\$35/hr per incident for the 1st hour*

\$25/hr for every hour thereafter*

Scalable Business Solutions

Pricing and Availability of Scalable Business Solutions*

Listed below are the currently available Scalable Business services and packages. Don't see what you need here? Custom packages available upon request. Contact us about filling your IT needs.

Web Enabled Business Package — from \$449 and up	
	<i>Pricing</i>
3 Page Website with Contact Form	\$449.00
Hosting	Free for 1 st year
Recommendation of PC/Printer Hardware	Free

Other Core Services — add on to your Web Enabled Business Package	
<i>Option</i>	<i>Pricing</i>
Extra Website Pages	\$50 each
Search Engine Optimization	Ask for quote
Set Up New PC with Printer, Router, and Internet	\$249
Weekly Back-up and Recovery	\$50/month
Monthly Maintenance **	\$100/month

**** Monthly Maintenance** – Includes visiting the site once per month to clean/update/defragment up to 3 PCs, refresh connections to network/internet, and check to make sure everything is working properly and efficiently.

Online Backups

Online Backups – Includes a fully maintained, encrypted and secured online backup solution to keep your data safely offsite and ready to be recovered 24 hours a day/7 days a week. Check out our [CCT Online Backup Solutions](#) document for more information.

Network Design Package:

Network Design, Implementation, and Documentation: *Price varies with size of network*

We will design, implement, and document your entire network with all of the crucial information needed to keep your network running smoothly.

On-Call Hours (4 hour Response time)

5am – 8pm Monday-Friday

8am – 5pm Saturday (By Appointment or Remote support only)

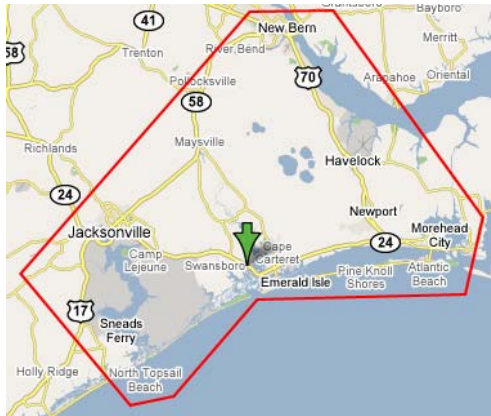
Scheduling Standard Service Hours (Additional charges may incur for emergency response or service outside of standard hours.)

5am – 8pm Monday-Friday

8am – 5pm Saturday

Service Area

Our service area includes: Jacksonville, Sneads Ferry, New Bern, Emerald Isle, and Morehead City



Outside this area = additional \$20/hour*