

# LoneWolf Industries Services and Fees

Call 719-641-6345 for Custom Quotes or Questions

## Pre-Paid Services

➤ Platinum	➤ Includes 15 hours per month of onsite and telephone support for business network computers. Also includes scheduled monthly backups, optimization, virus removal and system upgrades. 4 hour response time for mission critical issues. Free Travel time!	\$875.00
➤ Gold	➤ Includes 10 hours per month of onsite and telephone support for business network computers. Also includes scheduled monthly backups, optimization virus removal and system upgrades. 6 hour response time for mission critical issues. Free travel time!	\$650.00
➤ Silver	➤ Includes 7 hours per month of onsite and telephone support for 1-5 network computers. Also includes scheduled monthly backups, optimization and system upgrades. 8 hour response time for mission critical issues. Free travel time!	\$490.00
➤ Bronze	➤ Includes 4 hours per month of onsite and telephone support. Includes scheduled monthly backups, optimization and system upgrades. 8 hour response time for mission critical issues.	\$300.00
<b>Standard Time Charged Fees</b>		
➤ Virus Removal & Tune Up	➤ 1 <sup>st</sup> time PC. Remove all virus infections, correct memory allocation, delete all temporary files, install all windows updates, remove unnecessary startup programs, correct all driver issues & update antivirus program.	\$100.00
➤ Virus Removal	➤ Previous client. Remove malicious viruses influencing operating system, update antivirus program & windows updates.	\$50.00
➤ Hard Drive Recovery	➤ Data recovery from malfunctioning hard drive only if data is recovered.	\$500.00
➤ System Reload	➤ Rebuild computer's hard drive and load updated software	\$200.00
➤ Misc. Services	➤ Misc. software and hardware issues billed per hour @	\$75.00
➤ Website Domain Transfer	➤ Unless stated in writing all website domain transfers away from LoneWolf web design will be billed at a flat rate.	\$500.00
➤ Computer Training	➤ All training is bill at half rate	\$35.00
➤ Off-site service	➤ Offsite service outside of the Ute Pass / Woodland Park area will include a standard trip charge.	\$35.00

- (1) *The time quoted for each of these services is the maximum. Often times an onsite visit can be made within an hour. Priority service given to Platinum members. Office hours are from 9:00 A.M. to 4:00 P.M.- Monday thru Friday*
- (2) *Following the first hour which is a minimum for all onsite service calls the \$75.00 hourly rate is billed in 1/2 hour increments. All telephone consultations can be billed in 1/4 hour increments*