

PRICELIST

Update: January 2012

All prices in EURO, Private incl. 20% VAT, Business excl. VAT.

Our general terms and conditions apply, see www.pc-rettung.at/misc/AGB_PC-Rettung.pdf (German)

CUSTOMER TYPE
Private | Business

1. Journey

Travel time Flat rate (valid within Area of Operation ¹ , incl. return journey).....	20,00	20,00
Mileage Flat rate (valid outside Area of Operation ¹ , per kilometer return journey).....	00,50	00,50

2. IT Service (upper limit for Bring-In-Service: 4 hours charged) price per 15 min.

2.1. During office hours

Monday-Friday, 9:00 am - 7:00 pm.....	18,00	20,00
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2.2. Outside office hours (by appointment)

Monday-Friday, 7:00 pm - 9:00 am.....	25,00	30,00
Saturday, Sun- & Holiday.....	30,00	35,00

2.3. Surcharge

Server maintenance.....	15,00
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3. Set price packages (for Bring-In-Service at our locations & during office hours, prices incl. VAT)

3.1. Computer base Check

We conduct a short review (about 30 minutes) through your computer, providing information on vulnerabilities found and provide valuable improvement approaches. Upon request, we will optimize your system immediately afterwards on the spot (follow-up order) as part of our IT services.

At follow-up order.....	free of charge
Without follow-up order.....	30,00

3.2. Performance Optimization

You want to rid your system of unnecessary ballast to exploit the full performance capacity of your computer? We will advise you and set up your system accordingly:

- Cleaning up the startup entries and the system registry
- Disabling unnecessary system services
- Release of wasted disk space
- Recommendation, installation and configuration of most effective software (antivirus, firewall)
- Installing current program updates (e.g. Internet Explorer, Media Player, ...)

Flat rate.....	40,00
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¹ PC-Rettung Area of Operation: Vienna and Surrounding / Traun, Linz, Wels and Surrounding / Mondsee, Bad Ischl, Vöcklabruck, Salzburg City and Surrounding; Details and Map see http://www.pc-rettung.at/location_en.html

3.3. Virus and Trojan Removal

Some viruses are persistent and cannot be removed, despite the current anti-virus program. We also help with difficult cases:

- Removal of viruses, trojans and worms
- Prevent browser hijacking
- Clean up unwanted BHOs and toolbars
- Restore the operating system (boot without error, if possible)

Flat rate 100,00

3.4. Data Recovery

If your data is suddenly no longer available due to virus attack, accidental deletion or an error of the disk, do not hesitate to contact us. In collaboration with a renowned clean room laboratory, we can also help you in difficult cases!

The diagnostic provides detailed information about the recoverability of your data. After receiving the cost estimate you decide on a subsequent data recovery.

Disk diagnostics, incl. cost estimate 96,00
Data Recovery, incl. new Disk Drive (depending on error) from 300,00

3.5. All-Inclusive OS

You wish to install a new operating system (Windows 7 / Vista / XP) without losing your data? You want to know all your equipment operational and place high value on security? We conduct the following activities for you:

- Backup of your old data
- Installing the operating system including security updates
- Driver setup
- Install an antivirus program
- Firewall software configuration
- Integrate your legacy data

Flat rate 140,00

3.6. PC interior and exterior Cleansing

Regular cleaning prevents power loss, reduces the risk of fire and provides for comfortable working. We conduct the following activities for you:

- Housing Cleaning
- Cleaning of fans and heat sinks
- Anti-static treatment of the screen

Flat rate 30,00

4. IT House Moving service

You wish to move into a new apartment or a new office and bring your computer equipment along with you in a simple way? We professionally remove your computer equipment, set it up again at the destination and perform a functional test.....upon request

5. Maintenance Agreement

Helpdesk, remote maintenance, on-site service.....upon request

6. Webdesign / Search Engine Optimization

According to requirements profileupon request

7. Training

Topics and scope according to individual arrangements.....upon request

8. Gift vouchers

Valid for services of all kinds, amount selectableupon request