

◆ **Free Remote Diagnostic: \$0**

We will check the status of your computer's memory
We will check how much hard drive space is free
We will check how many programs are starting up automatically
We will check that you have Anti-virus, Anti-Spyware and Maintenance programs installed
We will tell you if we can do your work with our **HSR** On-Line or if you need to take it to one of our store
WE WILL NOT GIVE INSTRUCTIONS ON HOW YOU CAN FIX IT
Please visit www.rjender.com/help for some tips

◆ **Flat rate Download and Install: \$10.00 each**

We will Download and install programs of your choice on your computer.
* Free Anti-virus
* Free Anti-Spyware
* Your Choice - Does not include driving Lessons



◆ **Flat rate updates: \$29.00**

We will run updates for any program on your computer
* Windows Updates
* Anti-Virus
* Anti-Spyware - Just a few possibilities

◆ **Flat rate Single fix: \$50.00**

Whatever software problem you may need fixed. This is the rate per each fix. Tune-ups not included
We will have you check that your problems are gone before we log off the **HSR** service

◆ **Flat rate General tune-up: \$75.00**

We will reduce the load on your computer's memory for faster operation
We will remove unnecessary programs that are starting up automatically to speed the start-up
We will update your Anti-virus and run your Anti-Spyware and Maintenance programs
(Additional program downloads \$10 each)
We will have you check that your problems are gone before we log off the **HSR** service

◆ **Flat rate Full PC Clean-up & Free 2 Gb On-Line Backup install: \$125.00**

We will reduce the load on your computer's memory
We will remove unnecessary programs that are starting up automatically
We will run the necessary updates pending for Windows
We will update your Anti-virus and run your Anti-Spyware and Maintenance programs
(Additional program downloads \$10 each)
We will install and run a program to clean out old files and clean your system registry
We will Defrag your hard drive so your programs will be all together and can open faster
We will show you how to maintain the performance with regular use of programs
We will install a [Free](#) On-Line service that will automatically back-up 2 Gb Free. And explain how to use it

◆ **By the hour at your request: \$60.00 hr**

We are at your command after we run the free diagnostics. You can have us load software, do updates, download programs from the internet. Whatever you need we will do. With your assistance we can also hook up new printers or external devices and help with the installation. We can show you how to do a back-up of your data. It is all up to you. With the per hour service we do offer phone to phone support at no additional cost during your time.
We will have you check that your problems are gone before we log off the **HSR** service

◆ **Virus Removal: \$69.00 - Not Guaranteed. Best to take into an RJ Ender Location**

We will determine the virus type
We will install and run the necessary software to remove the infection (\$10 each downloaded program)
We will insure your anti-virus is up to date or install an anti-virus if yours is outdated
We will check your start-up files to insure a cleaner start-up
We will have you check that your problems are gone before we log off the **HSR** service