

# **Computer Repair** **462-5111**

**BTC Communications, Inc. proudly offers professional computer repair.**  
Simply bring your computer or laptop to our Business Office during regular business hours.

## **PC Diagnosis**

**\$24.95**

**Let us evaluate your PC or laptop and determine the best way to resolve your issues. This diagnosis fee will be included in the cost of repair should you choose to let BTC fix the problem.**

## **Advanced Upgrade**

**\$44.95**

**Enhance your PC or laptop by installing a new graphics card, more memory, bigger hard drive, new optical drive or professionally set up a new printer or scanner! Cost of equipment not included.**

## **Tune Up**

**\$99.95**

**Restore your computer's performance!**

**A BTC Tune Up includes virus & spyware removal! For a while you have known something is not quite right with your computer. Let the professionals at BTC diagnose and correct the issues. We will find and fix issues with your operating system, optimize your PC, and remove any viruses or spyware!\***

Repair operating system errors like boot issues and blue screens.

Remove any viruses or spyware.

Update & optimize.

BTC will offer recommendations on options for further improvements.

*\*Virus cleaning may not always be successful. If this is the case, it may be necessary to delete and reload the operating system on your computer. BTC will make every effort to backup and restore your files. In this case, you will not be charged any fees for unsuccessful virus cleaning, but only for labor fees for an operating system "reload"*

## **Reload**

**\$124.95**

**BTC can re-install your original operating system and give you a clean start! A fresh operating system corrects corrupt system files or un-cleanable virus infection. BTC installs all drivers and brings your system up to date.**

Re-format hard drive and re-install operating system.

Perform all Windows updates applicable to your operating system.

Setup existing e-mail accounts in either Outlook Express or Outlook.

**Customer must provide all original disks for computer & operating system for these prices to apply.**

## **Miscellaneous Service**

**\$45.00 per hour**

**BTC also provides repair services that do not fall into the categories listed above.**

## **Important Information:**

Customer understands and agrees that prior to contacting or allowing BTCC to perform diagnostic repair or any other services on your computer, it is your responsibility to back-up the data, software, information or other files stored on your computer disks and/or drives. You acknowledge and agree that BTCC shall not be responsible under any circumstance for any loss or corruption of data and/or software or hardware or any other parts as well as CD's/DVD's/etc. You also acknowledge if a System Re-installation occurs, you will lose all files on your hard drive. You agree to pay fees in accordance with BTCC's rates and policies. BTC Communications, Inc. will use its best effort to resolve customers' technical problems in a professional, reasonable and timely manner, taking into consideration the circumstances and nature of the technical problems. Response times may be delayed due to research and inquiries as may be necessary. BTCC does not assure that every request for technical support will be resolved. BTCC's consultations constitute only advice and suggestions. Technical problems may be a result of software or hardware failure, corruption or user error and may not be correctable. BTCC reserves the right to refrain from providing any or all services ordered and refund your payment if reasonable, minus any labor, parts, or any other charges that may apply or occur, wholly or in part, if minimum system requirements are not met or if technical conditions or customer requirements are unusual, extensive, or beyond the scope of the service agreement or beyond the technician's control as reasonably determined by BTCC. BTCC will never share anything that they may find or come across on a customer's computer/hard drive unless it is illegal content or forced upon by law enforcement.

BTCC will not be held responsible for any problems arising from third party software installed on your computer by our technicians, you, or another third party. BTCC will not be held liable for lost data due to hardware failure, virus, spyware, corruption or any other situation. If any problems with third party software or hardware arise, it is your responsibility to obtain support from the damages, including without limitation any indirect, incidental, special or consequential damages, expenses, cost, profits, lost savings or installation, de-installation, use of, or inability to use your computer equipment, hardware, peripherals, or the network as a result of the services provided hereunder. BTCC shall not be liable for any failure or delay in performance due to any cause. If BTCC's ability to render services is impaired by your failure to cooperate or circumstances beyond the control of BTCC, BTCC may choose not to provide services.