

# KennyHelpDesk

## Work Order

Date: \_\_\_\_\_

Customer Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Note: PC "rebuilt" do not incur hourly rates.

PC Rebuild	Base Price	Ordered	Cost
<b>Windows XP Basic Rebuild</b>	<b>\$90.00</b>		\$0.00
<b>Additional Services</b>			
Application Files - Backup and Recovery	\$15.00		\$0.00
Email - Backup and Restoration	\$15.00		\$0.00
Email Address Book - Backup and Restoration	\$10.00		\$0.00
Web Favorites - Backup and Restoration	\$10.00		\$0.00
Additional User ID Setup	\$10.00		\$0.00
Mozilla Firefox Installation (Web Browser)	\$10.00		\$0.00
HOST File Installation	\$10.00		\$0.00
OpenOffice Suite (Replaces MS-Office)	\$10.00		\$0.00
<b>All Services (Recommended)</b>	<b>\$50.00</b>		\$0.00
<b>Complete Rebuild with All Services</b>	<b>\$140.00</b>		\$0.00
<b>Total</b>			<b>\$0.00</b>

Note: Misc Services incur an hourly rate + the cost of service.

Misc. Services	Hourly Rate = \$40.00			
	Estimate Hrs	Service Fee	Ordered	Cost
Install basic hardware (Printers, Routers, External drives, etc...)		\$35.00		\$0.00
Install software		\$15.00		\$0.00
File backup service on external hard drives		\$20.00		\$0.00
Spy-ware / virus removal		\$15.00		\$0.00
MS-Excel Macro Automation		\$0.00		\$0.00
Additional User ID Setup		\$0.00		\$0.00
<b>Total</b>				<b>\$0.00</b>

**Special Instructions:**

**Hourly Rates** (for Misc. Services)

**Regular Service** (\$40.00 per hour)  
Minimum 1/2 hour (\$20.00)

**Emergency Service** (\$135.00 per hour)  
Minimum 1 hour

Work is completed for next business day. If work cannot be completed for next business day "Regular Service" rates apply.

<b>TOTAL CHARGES:</b>	
PC Rebuild:	\$0.00
Misc Services:	\$0.00
Any Additional:	\$0.00
<b>Amount Due:</b>	<b>\$0.00</b>

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## Service Procedures & Service Descriptions

### Service Procedures:

- Service work is on a First In – First Out basis. This means that your computer is worked on in the order that it was received.
- You are responsible for the information on the hard drive. Regardless of the reason for which the system is being repaired, during the process of repairing the computer, **it may be necessary to ERASE, REPLACE or REFORMAT the hard drive in order to resolve a service related issue.** This would result in complete loss of files, programs, music, pictures, etc. In other words, everything on your computer's hard drive could be lost. You will have to reload all software, re-enter CD keys (i.e., Microsoft Office), and re-install personal items such as documents, email, music, and pictures. **YOU WILL BE CONTACTED IF THIS IS NEEDED.**
- I am not responsible for lost or un-recoverable files, programs, music, pictures, etc. on hard drives.
- If you are using a music/video service such as iTunes, you will need to "De-authorize" your computer from the music/video store before handing your computer over to me. For more information please visit <http://www.apple.com/support/itunes/musicstore/authorization>.
- Please understand that complete programs can not be backed up. Only the files made with the application programs can be backed up. Example: Word can not be backed up, but Word documents (filename.doc) can be backed up.
- Programs can be restored to original, out-of-box condition with all applicable updates installed, but Users may need to enter authorization CD Keys (i.e. Microsoft Office) to complete software installation.
- You may request a verbal estimate before any parts are ordered, or repairs are conducted. A minimum of one half-hour's labor charge will be assessed, whether further service is performed or not.
- I am not responsible for any incidental damage or problems that occur in the course of routine service that is not directly attributable to the negligence of me.

### Service Descriptions:

PC Rebuild Services	Description
Windows XP Basic Rebuild	The basic rebuild includes a clean install of the Windows XP Operating system. The machine is setup with 1 Administrator ID for use. (No applications or printers are installed.)
<b>Additional Rebuild Services</b>	
Application Files - Backup and Recovery (Photo's, Word Documents, etc.)	This service provides you with the option of saving any personal files (pictures, music, etc.) stored on your machine to a remote location in order to be restored to your machine after the rebuild is complete. This is a "selective backup" so you must identify the locations of your files needing to be backed up (Image Backup, Full Backup and/or Incremental Backups are not offered.)
Email - Backup and Restoration	This service will retain all of your emails and restore them after the computer is rebuilt.
Email Address Book - Backup and Restoration	This service will save all of your email contacts and restore them after a rebuild (Price is per machine account ID).
Web Favorites - Backup and Restoration (IE, Firefox, etc)	Have a lot of Internet Explorer favorites? You'll want to keep them and have them available after the rebuild is completed.
Additional User ID Setup	Set up additional "Limited Account" users on your machine (including individual email setup if needed). Highly recommended - using a "limited account" is just 1 of many ways to protect your computer from malicious attacks.
Mozilla Firefox Installation (Web Browser alternative to IE)	Tired of using Internet Explorer? Try Firefox as a web browser. - better pop-up blocker - ability to pause downloads (and start at a later time) - Security - most of todays malicious web site plugins are coded for IE. Using Firefox as a browser can prevent headaches. (NOTE: Some web sites will not work properly via Firefox - for these situations Firefox provides a "right-click -> open with IE" option)
HOSTS File Installation	The HOSTS file blocks ads, banners, 3rd party cookies, 3rd party page counters, web bugs, and even most hijackers. This is accomplished by blocking the connection(s) that supplies these little gems. Known malicious URLs are converted into a "safe" IP address (127.0.0.1) - preventing the computer from even trying to connect to the suspect site.
OpenOffice Suite (Replaces MS-Office)	Don't have access to MS-Office (Word, Excel, Power Point, etc.) and need compatible software. Have Open Office installed on your machine - it's "free ware". It includes: Word Processor, Spreadsheet, Presentation Application, Database Application (and more) that are all compatible with MS-Office applications.

Miscellaneous Services	Description
Install Basic Hardware	Installation of Routers, Printers, External Hard Drives, Memory, etc...
Install software	Installation of software titles. (Games, etc...)
File backup service on external hard drives	This service provides you with the option of saving any personal files stored on your machine to a remote location to act as a "backup" of your important files (you are responsible for the cost of the external hard drive.) Includes setup of external drive and automated batch job to copy files to external backup media.
Spyware / virus removal	Currently offering SpyBot and Ad-Aware basic scan and removal only
Web Site Creation Support	Coming Soon...
<b>Not listed here?</b>	<b>Please feel free to inquire about any services you may need that you don't see listed here...</b>