

Oakleigh Computer Services

TRAINING · SOFTWARE SUPPORT · MARKETING · CREATIVE DATABASES · INTERNET SOLUTIONS

Are you frustrated with trying to understand your PC? We have the answer.

OAKLEIGH Personal PC HELP DESK

We provide telephone support for **“Solving PC problems”**. We will identify the problem area. Offer you a quick “how to fix” solution, providing you with peace of mind, safe in the knowledge that you can turn to us for immediate help for a wide range of issues.

We specialise in **MS Office, Corel Word Perfect, Lotus, Sage Accounting, Networking and Internet related problems**. We also cover monitors, system boxes (internal components, i.e. sound & network cards), CD-Roms, scanners, printers and networks as well as sell, install and support hardware and software packages. Our Web package which includes 5mb webspace, email a/c & Internet dialup costs only £49 + VAT

What we offer you:

- : Unlimited telephone support to identify each new problem. You can call us any time between 9am to 5.30pm, Monday to Friday. Mobile support may be available outside of these hours but is chargeable as are callouts.
- : A **FREE Backup** of your valuable data annually. (see over for details).
- : An annual **“health”** check of your PC. (see over for details).
- : A **FREE** Internet e-mail account (yourname@mailjust4me.co.uk). (See over for details).
- : A year's **FREE** Anti Virus (see over for details)
- : **FREE**, easy to understand, **Help Sheets** on a wide range of subjects.
- : For only £160.00 + vat per annum you receive the 1st 15 minutes of any call – **FREE**.

During your initial call you will be given a solution, advice or an estimate. Any project or assistance that takes longer is chargeable in 15-minute blocks at £8.50 per block. A log number will be given to each new call and a record kept as to the nature of the problem and the response/solution. This will be sent to you monthly irrespective of whether a charge is made.

“ single home user PC only. Additional PC's £50 per PC per annum. (Please ask for Corporate leaflet if required).

All rates exclude VAT. Physical “callouts” are charged at the rate of £34.00 per hour. Travel outside a radius of 10 miles is charged at the standard rate plus £17 per hour whilst travelling plus 35p per mile for each mile outside of the area.

Complete the coupon and send to the address above or call us on 01202 875224 if you are interested in the scheme.

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Yes - I would like to join your **Personal HELP DESK SUPPORT** scheme.

Name: _____

Address: _____

Town: _____ PC: _____ Tel: _____

Signature: _____ Please invoice me / a cheque is enclosed.

Your annual Health Check

During the contract period we will arrange a visit to your premises to check and report on the following.

1. The state of your computer, its hard drive and any device attached i.e. printer, CD (including CD Re-writer).
2. Perform a basic Scandisk operation and report on the findings. (we would recommend leaving the computer running a full system scan if appropriate).
3. To check that your virus definitions are up to date and working properly. A leading antivirus product is supplied FREE and must be installed as part of the agreement (for your protection).
4. Remove (with your authority), any temporary files to free disk space.
5. Report on any unusual "events", messages etc and recommend action where appropriate.
6. Remove (with your authority) any temporary Internet files.
7. Backup to CD/Zip/Tape/Floppy or other media * your My Documents folder, the Configuration files, Outlook or Outlook Express Address Book and settings, Microsoft Office Templates plus a folder of your choice.

* subject to the ability to install a backup device without damage or alteration to your computer.

This Health Check is undertaken on the express understanding that the objective is to offer reassurance and confidence that your computer is working to the best level and takes approximately 2 hours.

No changes to your system will be undertaken without your authority. It is not intended to cause any disruption to your system and no warranty can be made that some other event such as a virus or failure of a piece of your equipment causes a problem.

If you are in any doubt please ask for a written explanation before commencing.

A written report of any findings along with recommendations and details of your basic system will be sent within 1 week of the Health Check.

Free e-mail address

This address (your name@mailjust4me.co.uk) is provided free (worth over £10 per annum) on an annual basis using Skymarket servers for whom Oakleigh Computers are their agents. If the Support Contract is not renewed the cost for this service is £10 per annum paid in advance. If the free address is not required there is no discount or rebate. You will be given a helpsheet and details of your username and password once you have notified us of your required name (subject to the name being available).

Free copy of Nod32 Antivirus.

This excellent software programme automatically updates daily once you are connected to the Internet. Worth over £29.99 per annum it will protect your computer from malicious code and hacking.

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