

To My Valued Clients:

WARNING - CHECK YOUR PC:

Like changing oil in a car – checking the critical operating functions of your computer is not something you **MUST** do; rather it is something you **SHOULD** do on a periodic (Monthly) basis.

I do **REMOTE HOUSE CALLS**. This means that I can access your computer(s) from my office and perform diagnostics remotely; while you watch on your screen - or if you don't care then I'll do my thing and let you know when it is complete. No travel fees, and services performed at your convenience!

Here is how it works:

- Step# 1: You install a small free program to allow me to remotely access your computer
- Step# 2: I'll e-mail you a special secure link on my website with instructions to install the access program and to add the unique ID number of your computer that is created in Step # 1 - I will then be able to remotely access your PC
- Step# 3: I'll log into your computer(s) and perform a Tune-Up ("oil change") for a one time flat fee of \$50 for up to one hour of labor

My published service rates are \$50/hour. <http://www.virtualenhancements.com/secure/housecall>

See costs below for money saving plans:

Quarterly Service (Prepay discount for monthly check-ups) is recommended

Ready to get started?

Here are the components that are included in your "Oil Change" checkup:

1. Create a System Back-up of the Registry and key files
2. Check that your anti-virus and Malware program (AVG or Avira) has the current versions. Purge Quarantine and logs. Verify updates are performing correctly
3. Check that Microsoft's Update software is current and updating properly. Check logs for exceptions.
4. Clean out and temporary install files (Increases Computer speed, and removes "junk" from your C hard drive)
5. Check Drive status and the amount of defragmentation of your Hard Drive(s)
6. Check Windows Firewall settings for Exceptions; verify correct protection
7. Check and purge system event Viewer files
8. Configure Microsoft's Internet Explorer 8 (IE)
 - a. even if you don't use IE as your browser - Microsoft uses it to send their monthly updates to your operating system
 - b. If you only use Firefox/Mozilla/Chrome/AOL then I will perform the related functions below to those browsers:
 - i. When opening a new tab – have it go to your "Home" page or a page of your choice
 - ii. Modify your default Search browser if needed
 - iii. Modify your "Home" page – the default used is Google
 - iv. Turn on In-Line Auto Complete (Default is off) so you can complete web forms easier
 - v. Purge browser cache, not affecting any of your 'cookies'
9. Check Memory settings and "Swap" file for maximum computer performance
10. Provide a written list via e-mail of any recommendations for your PC

11. Depending on the results of my analysis above, the following optional tasks can be included for an additional fee:
 - a. Upgrade to Current Microsoft Operating System Service Pack and Internet Explorer/Mozilla/Firefox. [ADD an additional 1/2 hour service charge if needed]
 - b. Verify the BIOS of your computer to make sure it is current with your manufacture's updates; update as appropriate [ADD an additional 1/2 hour service charge if needed]
 - c. Wireless Services: If using a wireless Router - verify NAT settings, check/modify encryption (WEP is no longer secure enough) [ADD an additional 1/2 hour service charge if needed; I will need to be on the phone with you for this modification]

This "Oil Change" should not take more than a one hour (for a standard PC with no major dilemmas) but if it does I will alert you in advance of performing any additional services.

**Please send me an e-mail and I'll send you information
to get you scheduled at your convenience.**

Additional Consultant Services since these normally take more than the 1 hour allotment above:

1. Examine your Home Office LAN connection structure – make recommendations
 - a. Run Cable, install devices
2. Examine your Wireless Router/Cable service and make any recommendations
3. Consult on your current backup service - make any recommendations
4. Provide Computer organization and related tips
5. Consult on new computer purchases; removing all the "junk programs"

COSTS:

1. **One time TUNE UP** - remote house call service is \$50 for up to 1 hr of service to include Services #1-10. If your computer is configured with manufacturer defaults this is normally sufficient time. I will invoice you upon completion and prompt payment is much appreciated.
2. **I recommend you request a tune up at least Quarterly**

P.S. If you don't need this service please forward this message to your friends and colleagues, since all my business comes from referrals.