

ILINK TECHNOLOGY, INC. – FLAT-RATE PRICE SHEET

COMPUTER SERVICE, REPAIR, & MAINTENANCE

PC Minor Tune-Up: \$ 99
- This basic tuneup includes checking how your computer is booting & what is loading into memory, inspecting for malware, diagnose security protection levels, check system for latest operating system patches, clean up operating system environment, and adjust settings to optimize computing environment. Note: This minimal tune-up is for computers less than one year old from manufacturing date.

PC Standard Tune-Up: \$149
- Our standard tuneup includes the above procedures plus performance-tuning computer system, optimize memory utilization, update antivirus/antispysware definitions if needed, install security patches, test connectivity, apply operating system upgrades and application updates, perform system clean-up, and defrag hard drive.

PC Major Tune-Up: \$199
- Includes all items in the minor and standard tune-ups plus eradicate malware, inspect hard drive for corruption, examine & verify operating system file integrity, analyze system-loaded processes and streamline as needed, clean up system registry, investigate hardware conflicts, and apply updated manufacturer drivers or firmware if needed.

PC Reconditioning: \$239
- Start Fresh! 'Get rid of all the junk'. We reformat, clean, recondition, & restore computer inside and out back to its original out-of-box performance; includes installing and applying operating system security patches, high-priority system updates, and updated patches to applications & drivers. (Note: Original System Disks are required.)

Supplemental Items As Needed:

Anti-Threat Security Software: \$ 39 (per user)
[discounts for 2-year license and/or for multiple users]
- Antivirus software provides protection against viruses, spyware, adware, phishing, riskware, worms, and trojans, all in one award-winning engine, and is known to have the smallest footprint and memory usage in the industry. Configuration & installation of software security platform is \$59 extra (a \$10 savings) when ordered along with either our Standard or Major Computer Tuneup.

Remote Connect - Diagnosis Fee: \$ 69
(by service plan and circumstance)

PC Software Installation: \$ 69 + cost of software

PC System Setup: \$ 99
- Install user accounts, configure email settings, password functions, and adjust system settings.

Peripheral Installation: \$ 99

Backup of User Data (up to 1 GB): Starts at \$129

Customer Tutorial (up to 1 hour): \$129

General Troubleshooting & Resolution: \$129/hr.

Telephone Support (up to 1 hour): \$129

Service Call (up to 1 hour): \$129

RAM Memory Install: \$79 + cost of memory component(s) when ordered with any of our above computer system tune-ups (a \$50 savings). Without tune-up, price is \$129.

Virus/Spyware/Trojan Horse Cleaning: \$169

Consulting & Walk-Through Site Inspection: \$150/hr.
(minimum of 2-hour charge)

Part-Time CIO Services: \$150/hr.
(8-hr. min. day charge)

PC New System User Settings Migration & Data Transfer: \$199 + equipment
- Includes user data transfer & migration of user settings from old computer to customer's new computer system. (Large data quantities in excess of 1GB subject to additional charge.)

Note: We generally recommend that you save your old computer or hold a solid data backup for 4 weeks to ensure that your new computer and transferred data are working fine for you.

Wireless & Wired Network Connectivity: \$199 + equipment
- Extend your high-speed internet wirelessly (and/or wired) throughout your home or office among two computers and up to 100 or more. The \$199 price includes installation on two customer computers; additional computer connectivity beyond the first two is \$79 per machine.

Router/Switch/Broadband Modem Configuration – Starts at \$249 depending on equipment.

Emergency Response Fee: \$199

Terms of Engagement

Scheduling, Inspection and Repair. When Customer calls to set up an appointment, iLink Technology will review Customer's problem(s), computer equipment and systems, and any additional requirements. If an on-site visit is required, the iLink Technology Technician shall make an inspection of all computer equipment and systems to be repaired, serviced or maintained hereunder. Any repairs and adjustments deemed necessary by iLink Technology to bring the equipment and systems up to good operating condition, less normal wear and tear, shall then be made. All costs of inspections, repairs, materials, and adjustments shall be at Customer's expense and shall be at the current iLink Technology flat rate charges or hourly rates for these services plus the list price of any hardware, software, peripherals, parts, and licensing required in connection with any repair, service, or maintenance performed by iLink Technology according to the extent of work required.

Customer Responsibilities:

Customer agrees to provide full access to the computer(s), data, software, applications, and equipment to be serviced. You are responsible for the removal of any packing materials or trash. Technical Service fees are nonrefundable once the service process has begun. Any cancellations must be done prior to actual service being performed to receive any prorated refund amount. Unless you cancel your order at least 2 hours prior to the scheduled performance of services, a cancellation fee of \$125 will be charged.

Tasks that Must be Completed Prior to Install or Repair:

Please back up all vital data files prior to service being performed. iLink is not responsible for lost data. Any hardware devices, components, peripherals, software, or cabling needed for the installation must be purchased and supplied by you. If network connectivity is desired for multiple devices, you must supply device (router, hub, modem, or switch) with adequate number of ports to support the required number of devices. ISP/Internet or home network connection must be activated and working properly prior to any related install. All equipment being installed must be located on-site at Customer's location. The technician must be given immediate access to the equipment so the service call can begin as scheduled. You must provide adequate environment (power, space, etc.) for the scheduled service. You are responsible for providing power cords and surge protectors. You must have available all legally licensed software and media that may be required.

Service Warranty:

The products and services iLink Technology provides are provided "AS IS" and "AS AVAILABLE" without warranty of any kind or nature, except those which may be provided by third party vendors or suppliers. iLink Technology is not responsible for issues due to revision or changes in computer settings after iLink Technology Technician visit, new software or hardware upgrades, ISP connection issues, relocation, viruses or spyware issues, or misuse. Please refer to the iLink Technology Sales & Service Agreement posted online at <http://www.ilinktechnology.com> for full sales terms and conditions.

Minimum System Requirements for Networking:

Please check to see that your computer meets these minimum system requirements:

- Operating system: Windows 98 or newer.
- Available disk space (on each PC): 10MB or more.
- Available memory (on each PC): 32MB or more.
- CPU speed: w/o broadband, 100 MHz; broadband, 233MHz.
- Passwords for operating system and Internet Service Provider must be available.
- Windows disk or restore disk must be available with key code at the time of installation.
- A broadband or cable connection must be active before the installers arrive; satellite-delivered broadband is not eligible for this service.
- All computers to be networked must be virus free and all devices being connected must be in good working condition.
- Internet connection, router and primary PC must be in the same room.
- iLink Technology is not responsible for lost data; please ensure you have backed up your important data prior to any service.
- If your system does not meet the above minimum system requirements, please call us to discuss solutions we can offer.

READ AND UNDERSTAND AGREEMENT

Prior to ordering or requesting computer repair, service, maintenance or products from iLink Technology, Customer acknowledges they have read, understand and agree to the above terms and conditions, requirements and rates for services and products, as well as the then current Sales Terms and Conditions (“Agreement for Computer Repair, Service, Sales, & Maintenance”), Website Terms of Use, and Privacy Policy of iLink Technology posted on the iLinkTechnology.com website at time of ordering computer repair, services, or products.