

SERVICE LIST & PRICING

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1. How are Rates Are Determined

Most of our services are provided as “per-hour” rates based on increments of 10 minutes (to the closest, previous 10 minutes). For example, if your technician arrives at 2:00 pm and completes the work at 2:53 pm, you will be charged for 50 minutes, at the standard repair rate of \$95/hour, the cost would be \$79. GST is included in the advertised prices.

2. We Work in Zones

Due to the expanse of our operating area, and the time required to reach areas outside our primary area of operations; we have adopted a “trip charge” to recoup the added cost of travelling to these areas. The different zones and trip charges, if any, are listed below.

Zone A

This is the Redlands Area and includes Victoria Point, Redland Bay, Ormiston, Thornlands, Cleveland, Thorneside, Wellington Point, Birkdale, Sheldon, Mt. Cotton and Alexandra Hills. There is no trip charge for these areas.

Zone B

This includes Brisbane City, The Gold Coast and Logan City areas. These areas are immediately outside our operating area and will include a \$55 trip charge, as well as the normal per-hour, or per-incident fee.

Zone C

This zone includes most of the Moreton Bay Islands including Lamb Island, Coochiemudlo Island, MacLeay Island, Karragarra Island and Russell Island. These areas include a trip charge of \$20 if you can arrange transportation for your technician from the Island Ferry terminal to your home or business, otherwise a trip charge of \$50 will apply.

Zone D

This includes South Stradbroke and North Stradbroke Islands. As journeying to these Islands requires a significant investment in time and money, a trip charge of \$120 will be assessed in addition to the normal

rates for services. If you can organize reliable and timely transportation for your technician, we will reevaluate the trip charge.

Zone E

This includes the Sunshine Coast Region and is handled by our trusted partner in the north, The Helpdesk. To create an online booking for service in this area, please visit www.thd.net.au/book or call them on (07) 5349-7000.

3. SERVICES

The following rates are a good estimate, and an accurate guide to what you can expect to pay for the associated services. As with any professional service, there are many factors to consider, and any number of conditions can exist that can complicate matters for your technician.

In any situation where the advertised charge is likely to be exceeded; we will first confer with you before proceeding. We guarantee your satisfaction and will do everything we can to satisfy your needs in the most affordable way.

a. Basic Diagnostic Service and Repair \$95.00/Hr.

For Apple and Personal Computers, and Laptops.

This service is the basic repair rate and includes the diagnostic and repair labour required to repair laptops, desktop, and Apple computers under non-warranty conditions.

If your machine cannot be repaired for a reasonable fee, we will discuss the most equitable option to get you computing again.

b. Upgrades \$TBD

Upgrades for older computers, Macintosh computers and laptops can dramatically improve their speed, efficiency, and capacity. As operating systems and software become more complex, older equipment may struggle to perform even minor tasks.

In many cases, machines can be upgraded for a fraction of the cost of purchasing new equipment. As part of our service, we will provide advice to help you decide what option makes the most sense for your situation.

The cost will depend on the upgrades required, and the time required to install them. This will be done in the form of a quote. Any changes to the quoted price or service will need to be approved by you. No hidden surprises.

c. Maintenance and Service Contracts Negotiable

We offer maintenance and service contracts to maintain your home or business computers and technological interests. Our maintenance contracts are fully customizable and include any of the following services:

- Priority assistance.
- Regular backup service.

- Antivirus, malware, ransomware, and intrusion protection.
- Discounted hourly rates of up to 26% for all out of contract hours repairs, labour, and remote assistance.
- Discounted emergency response rates.
- 24 critical hardware monitoring to prevent catastrophic system failures.
- Discounts of up to 10% on new hardware acquisition and upgrades to existing hardware.
- Free phone or email consultancy for software and hard decision-making and general advice.
- Removal of dated hardware or systems with US DOD approved data sanitization and secure destruction.
- Many other negotiable add-on services.

The maintenance service contracts will be billed monthly for a minimum of six months. We guarantee our service, and it can be terminated with 1 month's notice.

d. Data Recovery \$175

For most situations where data is lost on hard disks, or USB storage devices; the data is not gone forever. It can likely be recovered. At Mango Computer Tution & Repair, we have the capability of re-imaging data from a failing device to a new storage device, and in the process recover any lost data. This is a standard recovery, and the above fee is per device.

For situations when a physical medium, such a hard disk drive, has failed mechanically, we can often recover some or all the data from the drive and move it to a temporary storage device. This process is long, complex, and expensive. The cost of recovery is assessed per megabyte of data recovered, and is usually reserved for extremely important, or sensitive data.

We are happy to discuss with you the best option for recovering your data.

e. Data & Drive Sanitization \$95

If you have data that needs to go away, leaving absolutely nothing recoverable, we can help you. Mango uses firmware level sanitization methods to destroy data on a hard drive or storage device in a way that satisfies U.S. Department of Defense standards for data sanitization and security.

The above cost is for the first device. Subsequent devices requiring data sanitization will be discounted at \$45 per device.

f. Windows 10 Installation \$175-\$225

Due to the complexity of the task of installing an operating system, our prices vary from a basic installation with update service to installation of the operating system plus all device drivers, user files and some software licenses. We cannot guarantee that all data and software can be brought over to the new system, but there is a high likelihood for success.

- g. Virus and Malware Removal** **\$95**
- For normal removal of viruses and malware, the charge above is one-time. This is most often the case.
- If we feel your system has been fully compromised, we will suggest a complete drive sanitization. In this case, we will back up your storage so that no data is lost, while separating the infected data. This is obviously a complicated operation, and the cost will be **\$95 per-hour**.
- If your machine has been compromised by a ransomware or file encryption attack, the charge for recovery and cleanup will be **\$95 per-hour** due to the time and the complexity of the recovery.
- h. NBN/Broadband Set up** **\$145**
- Our job is to take the headache away from you. We will connect all your hardware, test all your lines, liaise on your behalf with the telephone line and internet service providers.
- For this basic fee we will do everything required to get your MODEM connected to broadband, connect your main PC to the wired or wireless network, and test all connections.
- If you need further services, such as email set up, device set up, network cabling, or home network set up, we will charge our normal per-hour rate to finish things up.
- i. Internet Troubleshooting & Optimization** **\$95/Hour**
- We'll make sure you have a connection to the internet as fast and reliably as possible. This service is for established internet and broadband set up.
- j. Software Sales & Subscriptions** **TBD**
- We can provide you with any software you need for your home or office, including volume licensing for business.
- Contact us today if you need any help with what software or licenses you may need, and we'll get the ball rolling for you.
- k. Email Set up & Configuration** **\$95/Hour**
- We will set up all your email accounts to work correctly with your chosen email client (Outlook, Windows Mail, Thunderbird, etc.), or set up your email to work as webmail.
- We can diagnose problems with email transmission and delivery, and we can create email accounts for you with your internet service provider or any of the free or premium email clients available.
- l. Tuition** **\$95/Hour**
- This is where we got our start. Friendly, face-to-face tuition on any number of technological topics, primarily focused on getting the most out of your personal computer, laptop, or mobile devices.
- We have knowledge of a wide list of technology related topics, and we know how to teach in a language you can understand.
- We can teach individually, or in groups.

If there is a need to hold classrooms, we are happy to make those arrangements or use your facilities. Per-person discounts can be negotiated for larger groups, or contracted tuition services.

Contact us today and we'll be happy to outline what we can do to help you, or your business get all you can from your technology.

m. Web Hosting & Web Design

Negotiable

Mango Computer Tuition now offers custom WordPress website design and hosting. For any type of Web Site creation, you may need, we can get your presence on the internet in style. These are some examples of the websites we can create for you:

- Single page information sites.
- Personal or business blog sites.
- Simple business websites.
- Hobby or Club websites.
- Online store or services sites.
- Personal or business websites customized to suit your needs.

Along with website creation, we offer the following related services.

- Web hosting on private or shared servers using blazingly fast, high-speed SSD powered servers, or affordable shared plans on traditional servers. We can discuss your needs and help you choose the best plan.
- Domain Registration. We'll help you lock down the perfect name for your site and register it for 1 to 5 years.
- Website and Domain Maintenance: For a negotiated monthly fee, we'll take care of all the headaches of maintaining your website on the front and backends. We'll make sure your site is secure and running efficiently.
- Site backup and restoration. If the worst occurs, and your site goes down for any reason, we can use a backup to get your site back up quickly.
- SEO. You have probably heard this term before. It means "Search Engine Optimization." Its purpose is to get you the most exposure you can on the internet. We can do the hard work of optimizing your page and making sure Google sees you and ranks you well.

n. Other Services

If you need a service that isn't listed above, please call us or use the contact form to get in touch. We will discuss the best way for you to reach your objective if its within our sweeping list of capabilities.

4. Rates for Outside Normal Business Hours

Our normal business hours are Monday to Friday, 7:00 am to 5:00 pm. Service outside normal business hours can normally be arranged, provided notice is given at least 24-hours ahead of the proposed service.

Hours outside normal business hours are any time on the weekends, and weekday between the hours of 5:00 pm and 7:00 am. An additional one-time fee of \$95 will be charged along with the normal charge for the service.

5. Emergency Response Onsite Service (Zones A & B Only) \$215/Hour

Mango offers an emergency response service for situations where clients require an immediate deployment of our technicians, any time during the day or night, regardless of the day of the week. Mango will have a technician onsite, and ready to repair within 3 hours of initial contact.