Dennis Faas, BCS

Senior IT / Systems Admin / Security and Cyber Crime Specialist
137 Meconi Court | Lakeshore, ON, Canada

Email (form): https://www.infopackets.com/contact
Resume: http://dennisfaas.com

Services Overview

I can fix most PC / Mac / Linux / Workstation / Windows Server problems over the Internet using Remote Desktop Support. I also provide consultation by phone for cyber-crime mitigation (sextortion / blackmail).

The pricing table below is solution-based, meaning that each computer issue is unique and has a fee associated with it. Some issues are more complex and require an hourly or incremental rate. Whenever possible, I will provide a fixed-price quote before beginning any work and I will stick to that quote even if it goes over. In rare circumstances I may ask for additional funding, but only if warranted and only if you agree to the additional fees.

Pricing Conditions

For residential users (world-wide): pricing is by the hour, quoted in blocks of time. One hour is $150 dollars minimum. Prices are in US dollars.

For business users (world-wide): pricing is by the hour, quoted in blocks of time. One hour is $200 dollars minimum. Prices are in US dollars.

Overages / Unforeseen issues

I will do my best to stick to the quoted time and amount, even if it goes over. I will not request additional funding unless there is a significant issue and only if you agree to the new charge.

Unresolved Issues

In the extremely unlikely event that I cannot resolve a problem and the budget has been exhausted, I will provide you with an alternate solution and/or advise you on what to do moving forward. I do not leave my clients "hanging" without a resolution of any sort, as this would be considered extremely bad business practice. I like to keep my customers happy.

Refunds

There are no refunds on services provided.

The Pricing Schedule is presented further down (on page 2). Please review my Terms of Service before accepting my services. All fees must be paid prior to the start of any work.

How to Contact Me

Please use the Infopackets email web form to solicit my service; please leave your phone number. I will call you back as soon as possible. Note that I am currently on the midnight shift and will typically return your call starting at 1 PM EST. Thanks for your understanding!

Pricing Schedule – Prices in USD$

Remote Desktop Support: Windows, Mac, Linux, Windows Server	
Residential – 1 hour minimum	$150/hr
Businesses – 1 hour minimum	$200/hr
Cyber Crime Mitigation: Sextortion / Blackmail / Tech Support / Paypal Scam	Request Callback
Web Development / Data Migration to new Host or Service Provider	Request Callback