

# Dennis Faas, BCS

Senior IT / Systems Administration and Security Specialist  
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## Services Overview

I can fix most computer problems over the Internet using special Remote Desktop Support (**RDS**), which runs on our web server. I will use Remote Desktop Support to provide my services for both remote and local clients. Local clients have the option of on-site support.

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.

## Pricing Conditions

For Remote Desktop Support users: the cost associated in resolving computer issues has been simplified in terms of "Easy", "Medium", and "Hard". Your computer problem 'difficulty level' will be assessed during consultation. For example: an "Easy" problem might take 30 minutes or less to resolve, and the associated charge is \$20.

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

You may solicit me through Infopackets using the online chat button (located in the lower left hand corner of the screen), through [Skype](#) (user name: [dennis.faas1](https://www.skype.com/user/dennis/faas1)) or by [email web form](#). Please note that if I am inundated with requests, I may not be able to respond immediately. In such a case, I will contact you as soon as I can. Thanks for your understanding!

## Pricing Schedule

<b>Remote Desktop Support (Windows PCs)</b>	
Easy (includes free 15 minute consultation)	\$20
Medium (includes free 15 minute consultation)	\$30
Hard (includes free 15 minute consultation)	\$60
Supplementary consultation / Skype call (sold in 15 minute increments)	\$15
One-Time Data Backup (base fee + \$0.25 per GB)	\$20
<b>Web Development</b>	
Web development projects: pricing varies depending on requirements	Contact
<b>On-site Support - Windsor, Ontario Area Only</b>	
Minimum 1 hour @ \$35/hr + \$15 transportation fee each day on-site	\$35/hr