



Facilitating the Management of Your IT Needs!

East Stroudsburg, PA 18302  
570.236.5111

[www.NickTorino.com](http://www.NickTorino.com)



## Home User Support Service

## Fast, Reliable Support

My training and credentials make me qualified by certifications and over 15 years of IT Administration.

**P**roviding the home computer user with on-site service support that is affordable, fast, reliable and professional by certified technician.

- Custom Built Computers
- New Computer Setup
- Wireless Network Setup
- Home PC Repair Service
- Troubleshooting & Repair
- Virus Removal and Protection
- Security Protection
- File & Printer Sharing
- Anti virus Program Installation
- Software Installation
- PC Hardware Installation
- Data Backup
- Home PC Support
- Training

**Troubleshooting and Cause Assessment** - I'll perform a series of system checks and diagnostics to find your computer problem. Once the problem is believed to be found, I'll suggest the best solution and make suitable recommendation.

**Virus and Spyware Protection** – Protect your business against viruses, worms, trojans and potentially unwanted programs. Real-time protection and automated updates will keep your computer free of malicious files.

**Data Backup** – Don't let yourself become another victim of data loss. Take comfort in knowing that all of your data is automatically being backed up.

**Phone Support** – Phone support is included with each service package.

**eMail** – Local email client configuration and personalized eMail stationary.

Windows Update Configuration and Verification - Don't be vulnerable to attack by not updating Windows on a regularly basis.

### Network & PC Installation

I'll install and configure a wired or wireless network which allows for file and print sharing and Internet connection sharing.

Hourly rate for overage hours billed in full hour increments at \$65.00 per hour per incident. Services are subjected to a \$10.00 service call fee. Prices do not include local taxes.



Facilitating the Management of Your IT Needs!

East Stroudsburg, PA 18302  
570.236.5111

www.NickTorino.com



### Home User Support Service

Services	Monthly Cost:	\$60.00	\$120.00	\$180.00
Computers Supported		1	2	3
On-Site Support (hours per month)		1	2	3
Phone Support (hours per month)		1	1	1.5
Virus Software Configuration (existing or new)		✓	✓	✓
Data Backup Configuration (existing or new)		✓	✓	✓
eMail Configuration (existing or new)		✓	✓	✓
Windows Update Configuration and Verification		✓	✓	✓

This above chart provides a general cost guide for an On-Site Home User Support Service Contract  
Other factors can either increase or decrease the cost of our services.

Hourly support is also available billed in full hour increments at \$65.00per hour plus a \$10.00 service call fee.



Facilitating the Management of Your IT Needs!

Voice: 570.236.5111

e-Mail: info@nicktorino.com

RR 19 Box 118  
East Stroudsburg, PA 18302

SAVE \$10.00

Terms: New clients only, must sign a Home User Support Service Agreement with first and last months payment due upon contract of services on or before September 11, 2009

HOME USER SUPPORT  
SERVICE AGREEMENT  
SAVINGS VOUCHER

NickTorino.com

*With Compliments*