

## **Frequently Asked Questions**

- **What are your hours of operation?**

We are open Monday through Friday, 9am-5pm. We are closed for major holidays, including Thanksgiving, Christmas Eve and Day, and New Year's Eve and Day. Please contact us for more details.

- **What services do you provide?**

hSoft Consulting, LLC operates out of Perkins Computer Center and is proud to provide you with 20 years experience in:

### **Computer Repair and Service**

#### **IT Consulting:**

- Expert Computer Support
- Server Administration
- Networking
- Troubleshooting

#### **Software Development:**

- Web Design
- Programming Web Applications
- Programming Offline Applications
- Database Architecture
- Mission Critical Software Design
- Cloud Data Back-up

- **What are your fees?\***

#### **Walk In**

- **Minimum of \$60** for the first hour\*
- \*All jobs require minimum 1 hour fee.
- Additional time: \$60/hour

#### **Onsite Repair**

For repair work at your workplace or home\*

- **Minimum of \$75.00** for the first hour (for work stations; server work extra)
- Additional time: \$60/hour (for work stations; server work extra)
- First hour must be pre-paid; additional time will be billed

- **How do I schedule a technician to visit my home or office?**

Drop by or call us at 225.293.1264 to arrange an on-site visit. Service on individual work stations are a minimum of \$75.00 for the first hour and \$60.00 for each additional hour; service on a network server or any other complicated services are a minimum of \$80.00 for the first hour, and \$70.00 for each additional hour. Out of town services are an additional cost; please contact us for details.

- **I have a computer emergency and it's after hours/needs to be solved right now! Can you help?**

We understand that computer mishaps happen and can be devastating if you are running a business or need your personal computer fixed right away. We can provide limited Emergency/After Hours help at \$90/hour for individual work stations and \$125/hour for server issues. Out of town work is an additional charge. Due to the nature of our business, we may accept emergency service calls on a triage basis and we will try to accommodate you as much as possible.

- **I have a virus on my computer/my computer is running really slowly. How can you help me?**

We offer a service that erases and restores your computer to function as you originally bought it. This process costs **\$120 (with an additional \$60 fee if you want us to back-up all of your data [files, photos, music, etc])**. To fully restore your operating system and programs (MS Office, etc), please provide the original installation disks. If you do not have your original disks, we **may** be able to provide an alternative, at an additional cost.

- **Do you provide laptop repair?**

We provide software and hardware laptop repair and service. Hardware repair on laptops are **\$100+ minimum plus the cost of any necessary parts**. Current time tables on laptop hardware repair are 1-2 weeks for a cost quote (quote of parts and labor) and 2-3 weeks on repair (depending on the severity of the issue and part delivery times). Software repair/erase-restore on laptops are on a 1 week turnaround\*.

- **What do I need to bring when I drop off my computer?**

If you are dropping off a laptop for service, please bring your power cord. We cannot work on any laptops without your power cord, because the battery power may not last the time it takes to service your computer. We do not need a desktop cord to work on your desktop. Please bring any necessary disks for an erase-restore service and a hard drive to store data if you want Data Back up with your erase-restore service. If you are scheduling an on-site call for your home or office, please bring payment for the first hour of service, as it has to be pre-paid.

- **My company needs daily/weekly/monthly service. Can you provide this?**

We are proud to offer contracts to companies, large and small, for continuous service. Please contact us for pricing and logistics.

- **I heard about something called Cloud Computing/Online Data back-up. Do you provide this service?**

Cloud computing is basically on-demand computing that allows a user to store data and use applications without having to install software on your individual computer. If you use Flickr or Facebook, you are using cloud computing (for more info, see our archived newsletters for our article on Cloud Computing and Data Back up). We provide an Online Data-Back up service, a version of cloud computing, where for a small monthly fee, you can safely and securely store all of your important data in a weather-proof, fool-proof, easily accessible medium. Store fiscal documents, priceless photos, legal papers and more starting at just \$3.95/month for a single computer and 50 cents/GB/month and \$6.95 for a server and 50 cents/GB/month. Contact us for details.

- **Do you ever offer any coupons or discounts?**

We are grateful to the local community for their patronage and support and we often host events/specials to celebrate holidays or just to give back. Please check our "Current Promotions" tab for our latest promos and events. If you would like to sign up for our newsletter and be the first to hear about our events and specials, please email [info@perkinscomputer.com](mailto:info@perkinscomputer.com).

- **What payments do you accept?**

We accept cash, check, Visa, Mastercard, American Express, and Discover.

- **What if I have a question that does not appear on this list?**

Please contact us at [info@perkinscomputer.com](mailto:info@perkinscomputer.com) or call 225.293.1264

\*hSoft Consulting/Perkins Computer Center reserves the right to change this information at any time. Estimated service times vary; we will always try to provide you with accurate information on your service. For details, please contact us at [info@perkinscomputer.com](mailto:info@perkinscomputer.com) or call 225.293.1264.