



# Supreme Computing Services Company

220 Royal Crest Court #21, Markham, Ontario L3R 9Y2  
Tel: (905) 305-6612 / 305-6631 Fax: (905) 305-6640

November 11, 2006

## RE : Revised Service Fees Schedule

Dear Customers

Please note that we have revised our fee schedule with effective January 8, 2007. Below are the revised service fees.

### 1. In-warranty Depot Service

(a) Hardware Troubleshooting	FREE
(b) Software Troubleshooting	
(i) Virus/Spyware Cleaning	\$80.00
(ii) Operating System Patch	\$40.00
(iii) Software Installation & Setup	\$20.00 / Software Title
(c) Computer Peripheral Installation & Setup	\$20.00 / Peripheral
(d) Data Transfer / Cloning / Recovery	\$160.00 & up**
(e) Upgrade Labour Cost	\$40.00

### 2. Off-warranty/3<sup>rd</sup> Party Products Depot Service

(a) Hardware Troubleshooting	\$80.00
(b) Software Troubleshooting	
(i) Virus/Spyware Cleaning	\$120.00
(ii) Operating System Patch	\$60.00
(iii) Software Installation & Setup	\$35.00 / Software Title
(c) Computer Peripheral Installation & Setup	\$35.00 / Peripheral
(d) Data Transfer / Cloning / Recovery	\$240.00 & up**
(e) Upgrade Labour Cost	\$80.00

### 3. On-site Service (Minimum charge \$150.00)

(a) Hardware Troubleshooting	\$100.00*
(b) Software Troubleshooting	
(i) Virus/Spyware Cleaning	\$160.00
(ii) Operating System Patch	\$80.00
(iii) Software Installation & Setup	\$50.00 / Software Title
(c) Computer Peripheral Installation & Setup	\$50.00 / Peripheral
(d) Data Transfer / Cloning / Recovery	\$320.00 & up**
(e) Upgrade Labour Cost	\$120.00

### 4. Full-Day Onsite Installation/Setup/Configuration Service

(a) Normal Office Hours	\$600.00
(b) After Office Hours / Public Holidays	\$900.00

### 5. Half-Day Onsite Installation/Setup/Configuration Service

(a) Normal Office Hours	\$300.00
(b) After Office Hours / Public Holidays	\$450.00

#### Notes:

\*No charge if customer has purchased on-site warranty.

\*\*Charges vary according to complexity and time involved. A verbal quotation will be provided upon evaluation.

All prices quoted above are based on per PC and do not include sales taxes. For services not listed, we will kindly provide a verbal quotation from our field technician/sales representative at time of evaluation.

For and on behalf of  
The Management  
Supreme Computing Services Co