Computer help & rates

Choose hourly help, a fixed-price virus-removal service, a setup package or a prepaid remote appointment. We confirm the appropriate service and explain the total before you book.

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Hourly computer support

One computer / service	Remote per hour	Onsite per hour
Home Windows / PC	$79	$119
Home Mac	$89	$139
Business PC or Mac	$99	$149

One-hour minimum, then 15-minute increments. Remote help has no trip fee. Onsite hourly work adds one trip charge. We ask before continuing beyond approved time.

First local onsite hour, including the $29.99 trip: PC **$148.99**, Mac **$168.99** or business **$178.99**.

Prepaid remote support blocks

Computer / service	1-hour block	2-hour block
Home Windows / PC	$79	$149
Home Mac	$89	$169
Business PC or Mac	$99	$189

For questions, instruction and minor issues. A two-hour block can be one two-hour appointment or two one-hour appointments. Each appointment has a one-hour minimum. There is no subscription. Each two-hour block saves $9 versus two standard remote hours.

Blocks buy technician time, not a guaranteed repair. We confirm suitability before purchase. Working internet is required; hardware or connection problems may need onsite service. Parts, paid software and onsite work are separate.

Not sure which option fits? Call 877-774-3357. You do not need to know the technical name for the problem.

Virus & Malware Removal

One computer. These are removal services, not setup packages. Confirm remote suitability before booking; the computer must support a working remote connection.

Customer / device	Remote	Onsite
Home Windows	$129	$199
Home Mac	$149	$219
Business workstation	$169	$249

Onsite local travel included: up to 20 one-way driving miles from the confirmed service hub. Over 20-35 miles adds $20; over 35-50 miles adds $50; over 50 miles: quote first. See page 3. Applicable tax is additional.

What is included

Assessment, virus/malware removal, removal of related unwanted software and browser extensions, browser hijacker corrections, security checks, post-service testing and a plain-language service summary.

What needs separate assessment

Hardware repair, data recovery, operating-system reinstall, ransomware recovery, account recovery and broader network/server incidents are excluded. Do not assume those services are available or recovery is guaranteed.

Fixed price and unsuccessful-service assessment

The fixed price covers the agreed removal service. Additional work requires your approval; no automatic overtime. Technician slowness or passive scan time does not automatically add charges.

If assessment establishes removal cannot be completed or an excluded service is required, the charge is **$49 remote or $79 onsite**, plus any approved outer-distance supplement. Disclosed before work, this charge **replaces, not stacks with, the package fee**. No assessment charge applies for HPG-caused failure to provide the agreed service.

We credit that assessment charge toward the same package resumed within **seven calendar days**. Any additional onsite visit is quoted beforehand.

Follow-up

One same-issue remote recheck within **seven calendar days**, normally up to **30 minutes**. We correct incomplete work within the agreed scope without additional labor charges. New infections, unrelated problems and additional devices require assessment. This is not a blanket virus-free guarantee.

Setup packages & travel

These fixed onsite setup prices include local travel up to 20 one-way driving miles from the confirmed service hub. Equipment, working connections and account access must be ready.

Fixed onsite setup	Price
New home PC setup	$199
New home Mac setup	$199
New printer setup	$129
Home Wi-Fi setup	$169
Business workstation setup	$249

PC or Mac: One new assembled computer, one user, one email account, one compatible printer and one supplied software installation on working internet. Have passwords and licenses ready. Data transfer, account recovery and existing repairs are separate.

Printer: One new compatible printer and up to two devices on a working network, including drivers and a print or scan test. Have ink, paper and passwords ready. Existing printer faults and network repair are hourly work.

Home Wi-Fi: One router or up to three consumer mesh units, normal security settings and up to five devices. Working modem and internet required. Existing faults, cabling and business networks require separate assessment.

Business setup: One standalone computer and user with ordinary email and printer setup on a working office network. Servers, tenant/domain changes, complex business software and large deployments need a separate quote.

Plan about two hours for PC or Mac setup. The fixed price covers the agreed setup even if it takes longer. Separate problems or extra work require approval.

Travel: confirm before booking

One-way driving distance	Hourly-visit trip fee	Setup / virus-removal supplement
Up to 20 miles	$29.99	Included
Over 20-35 miles	$49.99	$20
Over 35-50 miles	$79.99	$50
Over 50 miles	Quote first	Quote first

Use the practical driving route from the confirmed service hub. We confirm the hub and distance before booking. **Never add an ordinary hourly trip fee on top of a package supplement.** Parking, tolls and unusual access costs are disclosed in advance. Priority and after-hours charges are quoted before booking.

Example: a $199 setup or $199 removal package 30 miles from the hub totals **$219** before applicable tax or other approved extras.

Annual Tech Care Plans

One payment covers 12 months. The hours below are for the entire year. They do not renew each month.

Plan	Annual price	Computers	Hours / year
Home Tech Care	$299	1	3
Senior Tech Care	$249	1	2
Family Tech Care	$699	Up to 3	6
Senior VIP Care	$588	1	6
Home Office Pro	$1,199	Up to 3	12

Hours are shared across the plan, not provided separately for each device. Family supports one household. Home Office supports one home-office user.

Included with all five plans

• HPG Shield managed antivirus on covered eligible PCs and Macs.

• Initial protection enrollment and baseline review, up to 30 minutes per computer, outside the support hours. Existing repairs are separate.

• Scheduled remote troubleshooting, questions and instruction. Human checkups and coordination use your annual hours.

• 10% off standard hourly onsite labor. Trip charges remain separate; fixed-price packages are excluded.

Senior Care offers patient, step-by-step help. Senior VIP and Home Office add priority scheduling during staffed hours, subject to availability. VIP caregiver coordination requires your permission and uses the same hours.

How your time works

Member appointments use a 30-minute minimum, then 15-minute increments. We tell you the remaining time after support. Unused annual hours expire at the membership anniversary, with no rollover.

Extra member time requires approval: PC $79/hour, Mac $89/hour or business $99/hour. New member appointments have a 30-minute minimum. Separate monthly manual tune-ups and onsite visits are not included.

> Existing members keep their purchased benefits for the current paid term. Changes are explained before renewal.

Business care & booking

Business Pro

Starting at $129 per user per month. Five-user minimum: **$645/month**. Your custom quote defines users, devices, shared support hours, coverage, security and onsite requirements.

Services include support, monitoring, patching, managed endpoint protection, backup monitoring and quarterly technology review. Backup licenses, storage, recovery labor and server needs must be specified in the quote.

Private Client Care

Available by request. We scope your devices, support time, vendor coordination, health checks and onsite needs before quoting a fee.

Before your appointment

• Have your device, power supply, internet access and account details ready. Do not send passwords by ordinary email or text.

• We confirm the local service hub, travel tier and technician availability before booking.

• Hourly visits include diagnosis and troubleshooting. Some problems need more time, parts or a separate project. We confirm the appropriate service before booking; eligible malware removal has the separate fixed prices on page 2.

• We ask before additional charges. A fixed package and hourly labor are never charged twice for the same included work.

• Parking, tolls, ferries and unusual access costs are disclosed in advance. Any after-hours or priority charge is quoted before you agree.

Separate charges and commitments

Parts, software licenses, subscriptions, backup storage and **applicable taxes are additional**. We confirm the total, including approved travel, before booking. Data recovery, ransomware incidents, servers, cabling and complex migrations require assessment and a separate quote.

Appointments are scheduled during staffed hours. Annual care plans do not include guaranteed immediate or 24/7 technician service. Previously accepted quotes and current membership terms are honored.

We can help you choose.
877-774-3357
halfpricegeeks.com/repair-rates/
halfpricegeeks.com/managed-it-support-pricing/