KCOM

PC Support Services

These services are offered on a trial basis to residential customers only, and may be withdrawn at any time.

Service		One-Off Charge	
		Ex VAT	Inc. VAT
Router Offerings			
Router Testing / Set Up		£12.50	£15.00
ZyXEL Lightstream VMG3925		£80.00	£99.00
ZyXEL ADSL VMG3925		£80.00	£96.00
Technicolor L/Stream TG589VAC		£80.00	£96.00
Technicolor ADSL TG589VAC		£80.00	£96.00
ZyXEL EX5401		£99.20	£119.00
Powerline Offerings			
TPLink TL-WPA8630PKIT Wireless		£66.67	£80.00
Switch			
TP Link 5 port Gigabit switch (TL-SG1005D-V6)		£10.83	£12.99
PC Offerings			
Device Set Up (per device)		£12.50	£15.00
Device Set Up (per device) when purchased with Router Set Up		£8.33	£10.00
PC Health Check*		£41.67	£50.00
Labour Charge (per 30 mins)		£25.00	£30.00
System Re-install and Restore		£33.33	£40.00
- Backup and Restore to PC after full Re-install	When purchased with System Re-install and Restore	£12.50	£15.00
- Software Installation (per program)		£16.67	£20.00
Virus and Spyware Removal		£25.00	£30.00
Virus and Spyware Removal - With MultiCare		£20.00	£24.00
Hardware / software installation	Non KCOM Hardware	£16.67	£20.00
	KCOM purchased Hardware	£12.50	£15.00
Wireless Adapters			
ZyXEL NWD 6605 AC1200 USB Wireless Adapter		£33.32	£39.99
ZyXEL NWD 6505 AC600 USB Wireless Adapter		£20.83	£24.99
Peripherals			
Microfilter		£2.49	£2.99
RJ11 Cable 2 metre		£2.91	£3.49

Ethernet RJ45 Cable 2 metres	£2.91	£3.49
Ethernet RJ45 Cable 5 metres	£4.99	£5.99
Ethernet RJ45 Cable 10 metres	£7.91	£9.49
Ethernet RJ45 Cable 20 metres	£14.16	£16.99

*The Health Check includes the following:

- Restore point one is created before any work is carried out
- Removal of junk files to free up Hard drive space
- Virus scan and removal carried out
- Spyware/Malware scan and removal carried out
- Restore point two is created after the pc is free of any infection.
- Optimization of start-up programs on the computer.
- A check and repair of the file system on the hard drive
- Hard drive is defragmented
- Registry is defragmented
- Windows updates installed