



**Willowdale
IT Solutions**
"Get on with IT"

 Suite 705 5863 Leslie St, Toronto ON
 + 1 (647) 498-4696
 Service@WillowdaleIT.com
 http://WillowdaleIT.com

Residential IT Services

Same Day In-Home Support

Live Phone Technical support with a certified technician	\$25/15 min
4 hour or less rapid response (on site)	\$200/hr first hour \$100 each additional
8 hour or less express response (on site)	\$150/hr first hour \$100 each additional
Ship and fix 48 hour response (Ship via Courier)	\$100 hr
Notebook Loaner program	Free with on site repair

Estimated Duration

Power supply testing and/or replacement	1hr
Laptop battery testing and/or replacement	1hr
Motherboard testing, repair	1-2hr
Upgrades and/or replacement	1hr
Data recovery, data Transfer, hard drive repair and/or replacement	(Depending on Data Load) 1-8hr
Virus, spyware, trojan, worm and adware identification and removal	1-3hr
Windows and Apple operating system repair and/or re-installation	1-3hr
Memory (RAM) replacement and upgrades	1hr
Case replacement and/or system migration	2-4hr
CPU upgrades	1-2hr
Cooling enhancement	1-2hr
Disposal/Recycling of old equipment	(Depending on items) 0.25-\$1/pound
In wall wired STP (Shielded Twisted Pair) wiring Cat5e/Cat6e	\$1/Foot
Wireless/Wired Network Setup (Set up, configure and secure your router)	1-2hr
Home V.O.I.P. and Webcam setup services	1-2hr
Network Firewall Setup (Secure network)	1-2hr
Install networking adapter on devices	1-2hr
Enable sharing of files, printers and media – Media Center/Blue Ray/Smart Televisions	1-4hr
Home Audio/Theatre	
Unpack & set up TV	1hr
Install wall bracket and mount TV	1hr

Conceal wires in a wall (excl. power cord)	included
Connect, configure audio & video components	included
Neatly dress exposed wires	included
Position speakers to operate to 7.1 system	included
Mount speakers w/ customer-supplied mounts	1hr
Mount soundbar and hide appropriate wires	1hr
Verify speakers properly positioned	1/2hr
Program TV or cable/satellite remote	included
Educational demonstration of new system	included
Clean up and remove packaging	included
Disposal/Recycling of old television	\$50-100

SMB/Enterprise Sector Services

A+ Certified field Technician	8hr \$400
A+ Certified field Technician (5 Business days)	8hr x 5 \$1500
Monthly Service Contract 1 year (includes 4 x 8hr Days)	8hr x 4 \$1300

Services Available

Active Directory services	Contact us
Archived and backup services	Contact us
Asset management/Tagging	Contact us
Business continuity planning	Contact us
Cloud Computing services	Contact us
Database Server Installation	Contact us
Data recovery (HD/Software Repair)	Contact us
Disaster recovery services	Contact us
Email Archiving services	Contact us
Email Server Installation	Contact us
Hardware/Refresh deployment services	Contact us
Hardware/Software Maintenance	Contact us
Messaging & Mobile collaboration	Contact us
Managed Print services	Contact us
Network security solutions	Contact us
Network / Internet / Intranet / Extranet / LAN / WAN Support	Contact us
Project & consulting services	Contact us
Relocation services	Contact us

Security Camera solutions

Contact us

Server file optimizations

Contact us

Server Migration & Storage consolidation

Contact us

Site Survey Services

Contact us

Software Licence Consulting (VLK)

Contact us

Software restoration/re-installation of network operating systems, major applications

Contact us

Structured cabling services

Contact us

Theft analysis

Contact us

Volume licensing compliance (Microsoft)

Contact us

Web Server Installation

Contact us

Wireless optimization

Contact us

Wired/Wireless solutions

Contact us

