



SERVICE & PRICING GUIDE

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FAST. RELIABLE. LOCAL.



843-900-1255



Support@LCHelpDesk.com



LCHelpDesk.com

Residential & Home Office

Friendly, professional tech support that comes to you. Standard flat-rate services below include normal on-site service within the standard service area unless noted.

CORE SUPPORT

Standard Home Visit	Includes travel in standard service area and up to 60 minutes of troubleshooting or hands-on support.	\$99
Additional On-Site Time	Billed only when needed after the first hour.	\$45 / 30 min
Remote Support	Secure remote troubleshooting for software, settings, email, and many common issues.	\$39 first 30 min
Remote - Additional Time	After the first 30 minutes.	\$35 / 30 min

POPULAR FLAT-RATE SERVICES

1. PC Tune-Up & Cleanup	Performance cleanup, updates, startup review, storage cleanup, and basic health check.	\$89
2. Virus & Malware Removal	Malware cleanup, browser cleanup, security review, and post-cleanup checks.	\$129
3. Windows / OS Repair or Reinstall	Operating-system repair or clean reinstall. Data backup/transfer may be extra.	\$129
4. New Computer Setup	Updates, account setup, essential configuration, basic security, and ready-to-use handoff.	\$129
5. New PC Setup + Data Transfer	New computer setup plus transfer of up to 250GB from a working source device.	\$179
6. Data Transfer - Up to 250GB	Files, photos, and documents moved between working devices/drives.	\$109
7. Data Transfer - 250GB to 1TB	Larger standard transfer between working devices/drives.	\$159
8. Printer Setup / Troubleshooting	Connect printer, drivers/software, test print/scan, and basic troubleshooting.	\$89
9. Wi-Fi / Router Setup	Router configuration, device connection, security settings, and basic coverage optimization.	\$129
10. Hardware Installation / Upgrade	Simple internal hardware installation. Parts not included.	\$99
11. SSD Upgrade + Data Clone	Install SSD and clone a readable existing drive. SSD not included.	\$149
12. Backup Setup	Configure a local or cloud backup solution and verify basic operation.	\$89
13. Email / Account / MFA Setup	Email setup, account recovery assistance, multi-factor authentication, and sync help.	\$79
14. Security Checkup & Hardening	Updates, account security, browser/security settings, MFA review, and practical recommendations.	\$99
15. Personal Tech Training	Patient one-on-one help with computers, phones, tablets, streaming, or everyday tech.	\$79 / hour
16. Data Recovery Attempt	Logical recovery from readable or partially readable storage. Advanced recovery quoted separately.	From \$129



TRAVEL: Standard travel is included within 25 road miles of the standard service area.
26-40 miles: +\$25. Beyond 40 miles: quoted before scheduling.



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Small Business IT Support

Flexible support for offices, home-based businesses, and growing teams – without a big MSP contract. One-off projects, troubleshooting, and recurring support are available.

BUSINESS SERVICE RATES

1. On-Site Business IT Support	Workstations, software, printers, Microsoft 365, vendor coordination, networking, troubleshooting, and general IT support.	\$135 / hour
2. Remote Business Support	Remote help desk and administration for issues that do not require an on-site visit.	\$110 / hour
3. After-Hours / Priority Support	Evening, weekend, or urgent service when available.	\$185 / hour
4. New Workstation Setup	PC setup, updates, business apps, account sign-in, baseline security, and peripheral setup.	\$175 / PC
5. Employee Onboarding / Offboarding	User/account setup or removal, email/M365 access changes, workstation prep, and access checklist.	\$125 / user
6. Microsoft 365 / Email Administration	Mailbox, licensing, MFA, shared mailboxes, user settings, troubleshooting, and common admin tasks.	\$135 / hour
7. Business Network / Wi-Fi Support	Router, switch, access point, connectivity, performance, and basic network troubleshooting.	\$135 / hour
8. Printer / Scanner Deployment	Business printer/scanner setup, drivers, shared access, scan-to-email/folder basics, and testing.	\$109 / device
9. Security & Backup Health Check	Baseline review of updates, endpoint protection, MFA, backups, and common security gaps.	From \$195
10. Office / Network Projects	Moves, multi-device rollouts, network upgrades, migrations, backup projects, and larger installations.	Custom quote

PREPAID & RECURRING OPTIONS

1. 5-Hour Support Block	Prepaid business support hours. Good for recurring help without a monthly contract. Valid 90 days.	\$625
2. 10-Hour Support Block	Best value for small offices that need regular help. Valid 90 days.	\$1,200
3. Managed / Recurring Support	Monitoring, maintenance, recurring help desk, backup/security support, and custom service plans.	Custom quote

Pricing notes:

Flat-rate services assume a standard single-device job with functioning hardware and normal access. Parts, replacement hardware, software licenses, subscriptions, specialty cables, shipping, sales tax, and third-party fees are additional unless specifically stated. If a job is more complex than the standard scope, you will receive an estimate and approval request before additional work is performed. Data recovery is best-effort and cannot be guaranteed.

Need help?

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