

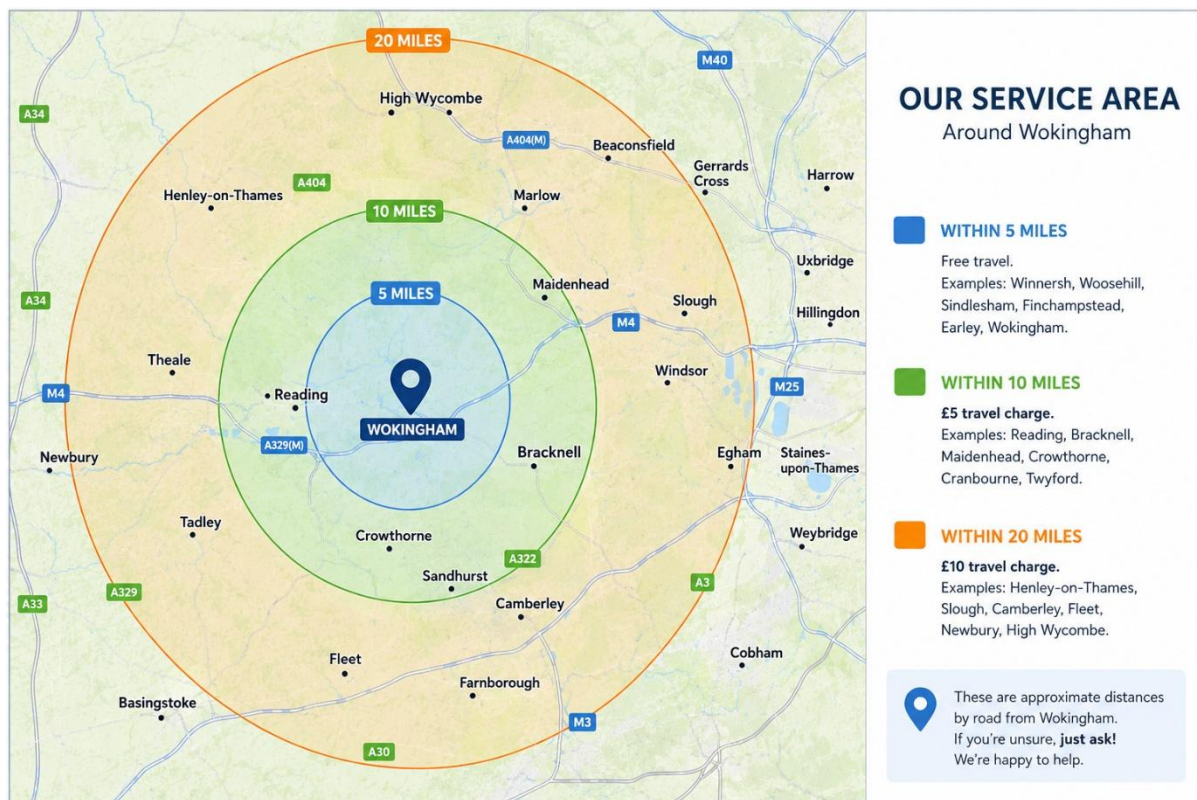
Rate Card

Friendly local technology help for homes and small businesses across Wokingham, Berkshire and nearby areas.

Example Service	Price £
Home technology support / troubleshooting	£45 first hour
Additional on-site time	£20 per 30 mins
Remote support	£35 first hour
Additional remote support	£18 per 30 mins
PC / laptop diagnostic or health check	£45
PC / laptop repair labour	From £45
New phone, tablet or laptop setup	From £45
Wi-Fi / broadband troubleshooting	£45 first hour
One-to-one technology training	£40 per hour
Small business IT support	£55 per hour

- **Free initial chat:** No fee until the problem's been discussed and next steps agreed.
- **Clear pricing, including *No Fix? No Labour Fees!* offer:** Parts, replacement hardware, software licences and other third-party costs are extra and agreed before purchase. Where an exact total cannot reasonably be calculated in advance, I will explain the basis of the charge and agree an estimate before work starts.
- **Minimum charge:** The first-hour on-site charge applies even if the job takes less than one hour. Diagnostic time remains chargeable if a fault cannot be repaired, unless agreed otherwise beforehand.
- **Banking and security:** I will never ask for your PIN, full online-banking password or one-time passcode, and I will not authorise financial transactions on your behalf.

Travel



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Ask Steve is a trading name used by Steve Dixon, sole trader, and a service from Strategic Data Services. Prices are indicative and may be updated; the price agreed before work starts is the price that applies.