TIDEWATER
HOME TECH

SERVICE & SUPPORT PRICING

Professional in-home and remote technology help

Clear pricing. Experienced help. No surprises.

Choose a defined service below or start with an onsite/remote troubleshooting visit. We confirm scope and any additional charges before work continues.

STANDARD SUPPORT

Onsite technology support First 60 minutes; standard local travel included	**$149**
Additional onsite labor Billed in 15-minute increments after first hour	**$125 / hour**
Secure remote assistance First 30 minutes	**$79**
Additional remote labor Billed in 15-minute increments	**$100 / hour**
Printer setup or troubleshooting One printer; installation, connectivity, test print	**$149**
Computer tune-up Performance checks, updates, basic cleanup	**$179**
New computer setup Accounts, updates, essential apps and security settings; no transfer	**$179**
New computer with data transfer Standard accessible-device migration and setup	**$249–$329**
Phone or tablet setup Accounts, backup verification, synchronization and instruction	**$149**

WI-FI & HOME NETWORKING

Wi-Fi troubleshooting Initial diagnosis and common fixes, up to 60 minutes	**$149**
New router setup Secure configuration, connection and basic testing	**$199**
Two-node mesh Wi-Fi setup Placement, configuration and testing; hardware separate	**$249**
Three-node mesh Wi-Fi setup Placement, configuration and testing; hardware separate	**$349**
Whole-home Wi-Fi assessment Coverage review and written improvement recommendations	**$249**
Whole-home Wi-Fi optimization Assessment plus agreed configuration improvements	**$349–$449**
Advanced networking VLANs, multi-AP, complex network or NAS connectivity	**$175 / hour**

Flat-rate service prices replace the onsite minimum for the included scope; they are not added to the $149 visit charge. Pricing excludes purchased equipment, parts and applicable taxes.

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CYBERSECURITY & ACCOUNT PROTECTION

Basic malware scan and cleanup Routine single-computer infection	**$199**
Malware remediation and hardening More involved cleanup, updates and verification	**$299–$399**
Scam or account compromise assessment Initial review, exposure assessment and recovery priorities	**$249**
Multi-account compromise assistance Authorized recovery assistance; scoped by complexity	**$349–$599**
Residential cybersecurity assessment Defined device, account, backup and network review	**$399**
Small-business security assessment Scoped assessment and prioritized findings	**From $599**
Advanced cybersecurity consulting Specialized configuration, engineering or advisory work	**$175 / hour**

BACKUP, STORAGE & DATA RECOVERY

Backup or cloud backup setup Configure and verify one destination	**$179–$249**
Data migration Healthy accessible devices; up to 100 GB / up to 300 GB	**$199 / $299**
Large or complex data migration Over 300 GB, multiple profiles or unusual scope	**From $399**
NAS setup Initial storage, accounts, shares, security and testing	**$349–$499**
Data recovery assessment Feasibility and device health checks	**$99–$149**
Logical data recovery attempt Eligible nonphysical failure; quoted after assessment	**$249–$399**

ONGOING SUPPORT PLANS

HOME TECH ESSENTIALS	HOME TECH PLUS	SMALL BUSINESS CARE
$19 / month	$39 / month	From $149 / month
Annual technology checkup Scheduling preference 10% off eligible service labor	Annual technology checkup Two 30-minute remote sessions/year 10% off eligible onsite labor	Up to 1 hour remote help/month Quarterly technology review Additional labor quoted separately

Important details: Plan benefits apply to one household or a separately scoped business. Annual benefits do not roll over. Unused monthly business support time does not roll over. Discounts do not apply to parts, hardware, third-party fees, or plan subscriptions. All plans and service work are subject to written terms and eligibility.

Service notes: Standard travel is included within the designated local service area; distant locations may incur a disclosed travel surcharge. Extra onsite time is billed in 15-minute increments ($31.25 per increment); extra remote time in 15-minute increments ($25 per increment). Hardware repairs and specialist recovery are quoted separately. No guaranteed fund, account, or data recovery. We do not perform regulated electrical, permanent cabling, structural mounting, or security-camera installation work.

Ready to get started? Visit www.tidehometech.com to request service. Prices effective November 2026; subject to change.