

Does Cyber Guy Labs charge by the hour or flat rate?

We offer both, but we assess individually and customize for your needs. There are services that can be performed remotely, or some done within your home or business.

Remote support performed in 15-minute intervals at a charge of \$30.00 (15 min/\$30, 30 min/\$60, etc.)¹

For in home or business support there is a \$30.00 destination fee. Time intervals then proceed as detailed above.

For the client who has on-going monitoring/work required, reasonable monthly plans are available and can be fashioned to encompass all work required to keep you running at optimal performance.

Where is Cyber Guy Labs located?

We are centrally located in Massachusetts with offices out of Leominster and Holden. Because of our central location we do service most of Massachusetts but keep in mind for remote services all that's needed is internet access.

What general services does Cyber Guy Labs perform for a typical home owner?

- Wi-Fi installation and set-up
- Printer set-up
- New computer specification
- New computer installation

What is Cyber Guy Labs cancellation and/or rescheduling policy?

We appreciate a 24-hour advanced notice if the need to cancel or reschedule arises. Please call us at (877)582-9237.

¹ Any materials required such as hardware or software are not included in the specified hourly/monthly rate(s).