

# Wait! We can help.



**Clear Creek  
Telephone & TeleVision**

18238 S. Fischers Mill Road  
Oregon City, OR 97045  
(503) 829-HELP (4357)  
www.ccmtc.com

## Terms and Conditions:

**1. Compensation.** Customer shall pay Clear Creek Telephone & TeleVision the amount and in the manner described on the Payment Schedule. Unless the Work is described in the Payment schedule as being performed for a Fixed Price, Customer agrees to compensate Clear Creek Telephone & TeleVision on a time and materials basis. Any estimates furnished by Clear Creek Telephone & TeleVision are for Customer's information only, reflect Clear Creek Telephone & TeleVision's best estimate at the time made, and are not binding on Clear Creek Telephone & TeleVision.

**2. Software and Data stored on Computer.** Customer is solely responsible for backing up all software data, and setup/configuration information prior to commencement of any Work. In no event shall Clear Creek Telephone & TeleVision be liable to Customer for lost, altered or corrupted data, software, or setup/configuration information. Without limitation, Clear Creek Telephone & TeleVision is not responsible for restoration of software and operating systems.

**3. Clear Creek Telephone & TeleVision's Warranty.** Clear Creek Telephone & TeleVision represents and warrants that it shall use commercially reasonable efforts to perform the Work in a timely and professional manner and that consequently its Work shall be free from material defect for a period of 90 days after it performs the Work (the "Warranty Period") when used under conditions for which it was designed and in compliance with manufacturer's instructions. Clear Creek Telephone & TeleVision expressly disclaims any other representations and warranties, including without limitation, the implied warranties of merchantability and fitness for a particular purpose. If customer believes that Clear Creek Telephone & TeleVision's Work is materially defective, Customer must notify within a reasonable time and in all events before the expiration of the Warranty Period. If Clear Creek Telephone & TeleVision determines, in its discretion, that its Work is materially defective, Clear Creek Telephone & TeleVision shall use its best efforts to remedy the defect (either by repair or replacement, as elected by Clear Creek Telephone & TeleVision) in a timely matter. If the Work was performed at Clear Creek Telephone & TeleVision's facility, then Customer is responsible for returning the computer to Clear Creek Telephone & TeleVision's facility for such repair or replacement at Customer's expense. Clear Creek Telephone & TeleVision has the option to repair or replace the defective part or product with a like part or product of equal or similar features, specifications, and functionality. Replacement parts and products may be new or reconditioned of like kind and quality.

**4. Limitation of Liability.** The remedies of Customer set forth in paragraph are exclusive. The total liability and obligation of Clear Creek Telephone & TeleVision, whether based on contract, warranty, negligence, indemnification, strict liability or otherwise, shall not exceed the value of the hardware upon which the Work was performed. In no event shall Clear Creek Telephone & TeleVision be liable for consequential, incidental or special damages, even if Clear Creek Telephone & TeleVision has been advised of the possibility of such damages in advance.

**5. Representations and Warranties.** Customer represents and warrants to Clear Creek Telephone & TeleVision that (a) Customer has the right to use all hardware and software on the computer; and (b) that Customer has complied with all applicable laws, statutes, ordinances, and governmental rules and regulations in acquiring and using all hardware and software on the computer.

**6. Miscellaneous.**

a. This Agreement will be governed, construed, and interpreted under the laws of the State of Oregon, excluding principles of choice of law.

b. This Agreement constitutes the entire agreement between Clear Creek Telephone & TeleVision and Customer with respect to the Work, and supersedes all promises, and representations made by one party to the other concerning the obligations to be performed hereunder, including any and all work proposals.

c. Certain restrictions may apply.

# Computer Repair & Network Service



**Clear Creek  
Telephone & TeleVision**

## Need Computer Repair?

With the proliferation of home computers over the past few years Clear Creek members have occasionally asked if we can repair, upgrade and/or 'tune up' their computers. We are very pleased to let our members know about a new arrangement we now have in place with Molalla Communications Company (MCC) for computer repair service. Over the years we have successfully partnered with other cooperatives and local businesses to provide services for our members and now we look forward to working with MCC to provide our members with computer repair services.

## Mobile or Drop Off Service

The service includes mobile (the technician comes to your home) or drop off computer repair. Clear Creek members, after consulting with the technician, will be able to drop off and pick up their computers at the Clear Creek business office or schedule an appointment for a technician to repair their PC in their home.

**Call 503-829-HELP (4357)  
to schedule an appointment  
for Computer Repair and  
Networking Services**

## Mobile Service

### We'll come to you!

| Service**   | Price Estimates† |
|---|------------------|
| Networking Installation.....                      | \$189            |
| Single PC Networking Installation.....            | \$99             |
| PC Setup and Configuration .....                  | \$165            |
| Hardware Install .....                            | \$149            |
| Virus/Spyware Eradication & Repair .....          | \$189            |
| Software Install (Single Title) .....             | \$99             |
| One-Time Data Backup/Transfer .....               | \$175            |
| Automated Data Backup.....                        | \$189            |
| Operating System Install/Upgrade.....             | \$225            |
| 1-Hour Training.....                              | \$125            |
| Pick-Up/Delivery of Equipment.....                | \$39             |
| 6 Point PC Repair Checkup.....                    | FREE***          |
| 1. Check for device conflicts                     |                  |
| 2. Check Hard Drive space & condition             |                  |
| 3. Check system for enough memory                 |                  |
| 4. Check for system errors                        |                  |
| 5. Check wireless security                        |                  |
| 6. Check if customer has virus/malware protection |                  |

## Drop Off Service

### Bring it to us!

| Service**   | Price Estimates† |
|---|------------------|
| Virus/Spyware Eradication & Repair .....          | \$125            |
| Hardware Install .....                            | \$65             |
| Operating System Install/Upgrade.....             | \$125            |
| Single PC Networking Installation.....            | \$75             |
| Software Install (Single Title) .....             | \$39             |
| One-Time Data Backup/Transfer .....               | \$115            |
| Automated Data Backup.....                        | \$125            |
| PC Cleaning and Removal .....                     | \$65             |
| Restore CD Creation .....                         | \$39             |
| Pick-Up/Delivery of Equipment.....                | \$39             |
| 6 Point PC Repair Checkup.....                    | FREE***          |
| 1. Check for device conflicts                     |                  |
| 2. Check Hard Drive space & condition             |                  |
| 3. Check system for enough memory                 |                  |
| 4. Check for system errors                        |                  |
| 5. Check wireless security                        |                  |
| 6. Check if customer has virus/malware protection |                  |

\* Mobile Service subject to \$35 trip charge.

\*\* Installation of used hardware is subject to technician approval. Due to the age/condition and support of some used hardware it may not be able to be installed. We provide hardware on an as-needed basis. Market prices constantly change so quotes can be provided by a technician. (Mice; Keyboards; Memory; Hard Drives; CD; CDR; DVD; Drives are available.) Certain restrictions may apply.

\*\*\* 6-Point PC-Repair Checkup – Free with any service. A \$29.95 value. Includes complete inventory of your system. Limited to one system only.

† Hardware and software not included in price unless specified. Prices are subject to change to per hour basis, \$59.00/hr Drop-off and \$89.00/hr Mobile. Customer subject to additional charges for additional services rendered, including unforeseen problems that may arise during service, such as the discovery and removal of a virus.