

Virus infestation –

We have evaluated your laptop and have the following findings and recommendation

Our evaluation showed us:

The quantity of viruses and level of infection is severe and may have **damaged** the Windows operating system files.

We have removed some of the viruses **but others are affecting critical windows files**. These Window files cannot be repaired and there may be other viruses still on the laptop. An operating system repair failed to fix the problem.

Since the windows files are damaged, we felt there was no point in continuing virus removal.

**** Computer warranties do not cover the cost of software work. ****

Our recommendation:

A. Data backup: *If there is data that is important, and you would like us to **try** to retrieve from the hard drive, the labor rate is \$ 20.00*

- Successful data recovery success depends on the status of the failed hard drive
- *Data typically includes only documents, pictures and music*

B. Reimage the computer:

Student labor rates: <http://www.plymouth.edu/infotech/computer/repair-rates-student.html>

- Highlight: Students labor for reinstalling the operating system on a Dell is zero.

PSU employee labor rates: <http://www.plymouth.edu/infotech/computer/repair-rates.html>

If you have the original CDs or DVDs that shipped with your computer, please bring them in.

For a detailed explanation of what a reimage includes, go to this link:

<http://www.plymouth.edu/infotech/computer/repair-policy.html>

We look forward to hearing from you.