



Report Date: January 21, 2011

Member:
Tracy Luke, CARMEL IN 46032

Category:
Computer Repair & Services

Work Done:
Yes

* More Weight is given to a report where work has been completed.

Work Completed Date:
December 15, 2010

Last Modified Date:
January 25, 2011

Hire Again:
Yes

Home Build Year:
1974

Description Of Work:

I was having trouble accessing my work computer from home and it was after Computer Troubleshooters had fixed another problem, so I contacted them.

Member Comments:

They were super punctual and tried to do as much as they could, but, as it turns out, the problem was from my work server, but he ran a diagnostics and defragged as needed. I will continue to use computer troubleshooters for any of my computer needs.

| | |
|-----------------|---|
| Overall | A |
| Price | A |
| Quality | A |
| Responsiveness | A |
| Punctuality | A |
| Professionalism | A |

Report Date: January 18, 2011

Member:
Jerry Wible, CARMEL IN 46032

Category:
Computer Repair & Services

Work Done:
Yes

* More Weight is given to a report where work has been completed.

Work Completed Date:
January 01, 2011

Hire Again:
Yes

Approximate Cost:
\$300.00

Description Of Work:

Installed and set up a complete computer system, including all in one printer fax machine.

Member Comments:

They were extremely professional and very easy to deal with. Originally was going to rate price a "B" but due to their incredible follow up, I decided to rate them an "A". They were extremely quick and responsive in resolving the issue that wasn't their fault.

| | |
|-----------------|---|
| Overall | A |
| Price | A |
| Quality | A |
| Responsiveness | A |
| Punctuality | A |
| Professionalism | A |

Report Date: December 28, 2010

Member:
Jerry R Myers, CARMEL IN 46033

Category:
Computer Repair & Services

| | |
|---------|---|
| Overall | B |
|---------|---|

Work Done:

Yes

* More Weight is given to a report where work has been completed.

Work Completed Date:

December 13, 2010

Hire Again:

Yes

Approximate Cost:

\$110.00

Home Build Year:

1904

Description Of Work:

Eliminated extraneous active programs from my computer and set up network with new computer.

Member Comments:

I used this company due to a special deal through Angies. They worked on exiting desktop to eliminate extras and to speed up the computer, and setup a network (wireless) with my new laptop. They gave me instructions on using the network. They were punctual and professional. I would use them again.

| | |
|-----------------|---|
| Price | A |
| Quality | B |
| Responsiveness | A |
| Punctuality | A |
| Professionalism | A |

Report Date: October 18, 2010

Member:

JILL LACY, CARMEL IN 46032

Category:

Computer Repair & Services

Work Done:

Yes

* More Weight is given to a report where work has been completed.

Work Completed Date:

September 01, 2010

Hire Again:

Yes

Approximate Cost:

\$250.00

Home Build Year:

1999

Description Of Work:

Computer crashed and needed retrieval of information on hard drive

Member Comments:

Excellent service overall. First they came to my house to see if they could fix the problem onsite. When it was determined that they needed additional equipment to fix my problem they took the hard drive back to their office to retrieve all my lost information. Within 24 hours all my information was recovered and reloaded on my external hard drive. They were able to save everything. I am very pleased with the service I received.

| | |
|-----------------|---|
| Overall | A |
| Price | A |
| Quality | A |
| Responsiveness | A |
| Punctuality | A |
| Professionalism | A |

Report Date: September 30, 2010

Member:

Tracy Luke, CARMEL IN 46032

Category:

Computer Repair & Services

Work Done:

Yes

* More Weight is given to a report where work has been completed.

Work Completed Date:

August 30, 2010

Hire Again:

Yes

Approximate Cost:

\$350.00

Home Build Year:

1974

Description Of Work:

Diagnosed my computer, repaired and upgraded the desktop.

Member Comments:

The entire experience was outstanding. They are prompt; they are fair; they are smart and they really know what they are doing. He was very realistic with me that it might cost a whole lot more, but once he got in to the computer, he was able to fix the problem and I decided (with his recommendation) to upgrade and what a wise, wise choice that was. I came home, put it right back to work and I have been satisfied since. They even called a few days later to make sure everything was okay. So, so impressed.

Additional Questions Answered when completing this report

How much did the final cost compare to the original estimate? **right on**

How does the value of the work compare to the price? **I got more than my money's worth**

How far in advance did you schedule the work? **same day**

Did you find the company through Angie's List? **yes**

If yes, which source(s)? **website**

Why did you choose this contractor? **location**

Have you used this company before? **this is the first time I've used this company**

What did you like most about this contractor? **He was upfront, straight forward and honest**

What did you like least about this contractor? **nothing - I will go there again any time**

What surprises came up during the course of the work? **none**

What words of advice would you give other members considering this contractor? **Go there!**

What words of advice would you give this contractor? **Thank you for all you have done.**

Report Date: September 26, 2010

Member:

Angela Tuell, FISHERS IN 46038

Category:



| | |
|-----------------|---|
| Overall | A |
| Price | A |
| Quality | A |
| Responsiveness | A |
| Punctuality | A |
| Professionalism | A |

Computer Repair & Services

Work Done:

Yes

* More Weight is given to a report where work has been completed.

Work Completed Date:

September 01, 2010

Hire Again:

Yes

Approximate Cost:

\$59.00

Home Build Year:

1996

Description Of Work:

We used Computer Troubleshooters to install a new modem, set up a home wireless network and secure our network through AT&T U-verse.

Member Comments:

From the moment he arrived we were completely impressed by the technician. He was very friendly and knowledgeable. He talked to us about what we would like to accomplish and worked quickly and efficiently. He knew exactly what he was doing and took the time to explain it all to us. We've been looking for a computer repair service we could trust and are so happy we found Computer Troubleshooters. We highly recommend them to all of our family and friends.

| | |
|-----------------|---|
| Overall | A |
| Price | A |
| Quality | A |
| Responsiveness | A |
| Punctuality | A |
| Professionalism | A |

Report Date: September 15, 2010

Member:

KYNDRA PACKARD, FISHERS IN 46038

Category:

Computer Repair & Services

Work Done:

Yes

* More Weight is given to a report where work has been completed.

Work Completed Date:

August 11, 2010

Hire Again:

Yes

Approximate Cost:

\$150.00

Home Build Year:

2005

Description Of Work:

Hey helped us with two laptop computers. They helped us get them operational. They had virus and hard drive issues.

Member Comments:

They did a great job. It was fabulous. They were very timely. Both were completed in less than 24 hours. Everything is running smoothly. Their follow up is fabulous.

| | |
|-----------------|---|
| Overall | A |
| Price | A |
| Quality | A |
| Responsiveness | A |
| Punctuality | A |
| Professionalism | A |