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**Company:** PC PRO TECHNOLOGIES  
9801 FALL CREEK RD  
INDIANAPOLIS, IN 46256  
(317) 710-3999

**Report Date:** 7/2/2007

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** BILL & SUSAN KROMANN

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$140

**Home Build Year:** 1986

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** They cleaned out a really gunked up, slow running lap top.

**Member Comments:** I had taken my computer to another location that installed a lot of software that I didn't need (spyware. etc.) which ended up making my computer run slow. There is no substitute for people who know how to do their job (PC Pro) in comparison to people that do it for a hobby. It was obvious that the man who fixed my computer did this kind of work every day for business and individuals. He is very professional, and doesn't up sell you; he'll merely make suggestions and not demands.

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**happiness**

*Nominee*

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Company:** PC PRO TECHNOLOGIES  
9801 FALL CREEK RD  
INDIANAPOLIS, IN 46256  
(317) 710-3999

**Report Date:** 6/26/2007

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** MELYSSA DONAGHY

**Was Work Done?:** YES

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

<b>Overall</b>	<b>A</b>
Price	B
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Hire Again?:** YES

**App. Cost:** \$195.37

**Description of Work:** Initial on-site hardware diagnostics, diagnosed hard drive mechanical failure, installed new 80gb hard drive, partitioned & formatted new hard drive, installed windows XP home with Service Pack 2, loaded device drivers, installed free anti-virus protection (AVG 7.5), free anti-spyware protection, and free firewall protection. External & Internal cleaning, installed Dreamweaver, Picasa2 & Microsoft Office. Delivered PC and setup on-location, restored user data from external hard drive.

**Member Comments:** From the initial phone call Brian was amazing. I picked him because of his reports and the coupon he offered members. Because I got his name on the list and saw all the good reports, there was enough trust to leave the key under the flower pot so he could let himself into my house and check out the PC. The communication was perfect with Brian throughout the whole process. Although I've never laid eyes on him or met him in person, I felt totally comfortable with him taking my computer to repair it at his shop. I even could pay using paypal. The whole process was really easy and Brian is a consummate professional. Would definitely use again and recommend!

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**Report Date:** 6/26/2007

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** D P WRIGHT

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$200

**Description of Work:** We needed MAJOR reformatting of our laptop computer that was totally infested with viruses.

**Member Comments:** Bryam was truly amazing and did a great job for us!

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<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Company:** PC PRO TECHNOLOGIES  
9801 FALL CREEK RD  
INDIANAPOLIS, IN 46256  
(317) 710-3999

**Report Date:** 6/8/2007

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** KAY SHISLER

<b>Overall</b>	<b>A</b>
Price	N/A
Quality	N/A
Responsiveness	N/A
Punctuality	N/A
Professionalism	N/A

**Was Work Done?:** NO

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

**Hire Again?:** YES

**App. Cost:** \$0

**Description of Work:** I received a prompt response to my email and telephone call. Unfortunately, I needed immediate assistance with a computer problem and it was a holiday (Memorial Day) weekend. There was no one available until Tuesday. Much to my regret, I called the Geek Squad through Best Buy and had a very bad experience. I wished I'd waited!

**Member Comments:** See above.

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**Company:** PC PRO TECHNOLOGIES  
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**Report Date:** 6/6/2007

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** MIKE & DONNA WISKER

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$127.5

**Description of Work:** I was having trouble with my internet connection, it was very slow. The computer manufacturer blamed the internet provider and they blamed the manufacturer. I was getting no where slowly. PC Pro came to my home and resolved the problem.

**Member Comments:** It was a very good experience. The repairman was professional and explained the repairs he made.

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<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
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 (317) 710-3999

**Report Date:** 6/6/2007

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** EUGENE & JANE BUCHANAN

**Was Work Done?:** YES

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

**Hire Again?:** YES

<b>Overall</b>	<b>B</b>
Price	B
Quality	A
Responsiveness	C
Punctuality	A
Professionalism	A

**App. Cost:** \$115

**Home Build Year:** 1960

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** Repaired my computer.

**Member Comments:** My only complaint is that he didn't return phone calls promptly.

**Service Provider** WE CERTAINLY REGRET ANY DELAY IN RESPONDING TO PHONE CALLS

**Response:** BY OUR CLIENTS. MOST OF OUR WORK IS PERFORMED ON-SITE, AND UNFORTUNATELY WE DO NOT HAVE DEDICATED OFFICE STAFF TO ANSWER PHONES. WE STRIVE TO RETURN ALL PHONE CALLS & EMAILS AS SOON AS POSSIBLE, AND WE APOLOGIZE FOR ANY INCONVENIENCE CAUSED BY THE NATURE OF OUR ON-SITE BUSINESS.

**Company:** PC PRO TECHNOLOGIES  
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**Report Date:** 5/30/2007

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** LINDA MILBURN

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$105

**Description of Work:** My computer was operating very slowly. Brian removed McAfee and installed a free security program. He also removed various unnecessary files.

**Member Comments:** The work took an hour and fifteen minutes. Brian was efficient and helpful in answering my questions and not making me feel like a computer idiot (which I sort of am). My computer runs great now. I will definitely call Brian again if I have problems.

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**Company:** PC PRO TECHNOLOGIES  
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**Report Date:** 5/2/2007

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** BARBARA PRICE

**Was Work Done?:** YES

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

**Hire Again?:** YES

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	B
Professionalism	A

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**App. Cost:** \$85

**Description of Work:** Resolved several issues with pc and peripheral equipment.

**Member Comments:** Bryan was very knowledgeable, responsive, efficient, and thorough. Would definitely hire again and will recommend to friends.

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**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
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**Report Date:** 4/22/2007

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** MAUREEN ESTES

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$325

**Description of Work:** My computer crashed and I restored it on my own. It was not what I would call back to normal and then it crashed again a week later. At that time I contacted Bryan and he setup an appointment to come to my house to fix the problem.

**Member Comments:** When Bryan came to our house he was on time. He was able to extract all of my sensitive files. Bryan needed to take my computer to his office. The issue was I had many CD's loaded and pictures onto my computer. Bryan stated that it would take hours and in order to be more cost effective for the job he could do this at his office versus me paying him to sit at my house. So I would advise you to make sure you tell Bryan what you have on your computer so he can decide before he gets to deep to determine best cost situation.

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<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

PAGE OF  
**happiness**

*Nominee*

**Company:** PC PRO TECHNOLOGIES  
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**Report Date:** 4/10/2007

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** MALYNNA JUDSON

**Was Work Done?:** YES

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

**Hire Again?:** YES

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**App. Cost:** \$160

**Description of Work:** We recently moved and Bryan came to our home to help us set up a wireless network and make sure that we were all set up.

**Member Comments:** Bryan showed up on time and was very knowledgeable. I appreciated his expertise. He got right to work when he got here and continued working until he was done. He charges by the hour and gave us a discount since we were members of Angie's List. I would recommend him for anyone needing any help with their home/office PCs. We will call him again, when we need him.

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**Company:** PC PRO TECHNOLOGIES  
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**Report Date:** 4/9/2007

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** ROBERT & ELLEN HEALEY

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$85

**Home Build Year:** 1927

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** Repaired power switch on a Dell PC.

**Member Comments:** Brian did the work, I believe he is the owner. Everything was quite satisfactory, there were no complaints.

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**Company:** PC PRO TECHNOLOGIES  
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**Report Date:** 4/6/2007

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** JOHN & MINDY MINNICK

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$195

**Description of Work:** Tried to remove a virus from our computer. Was unable to do so. Ended up setting

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	B
Punctuality	A
Professionalism	A

<b>Overall</b>	<b>A</b>
Price	B
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

it back to original settings, backed up info.

**Member Comments:** Came to our home spent a couple of hours trying to remove a virus from our computer. He was unable to remove it. Took the computer with him set back to original settings backed up all our info. Returned within a couple of days. Set it up for us got our most used programs running.

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**Company:** PC PRO TECHNOLOGIES  
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**Report Date:** 3/15/2007

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** JACKIE & TOM QUARTO

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$125

**Description of Work:** I turned over our PC to Bryan with full confidence that he could fix our 'sick' computer. He repaired the PC delivered it back to our house, set it up and instructed me on how to use the new tool that he had installed. I will recommend him to friends and family. He was friendly, efficient, and extremely knowledgeable.

**Member Comments:**

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<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
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**Report Date:** 3/5/2007

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** SARA COBB

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$0

**Home Build Year:** 1995

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** They installed a new server and computer software packages on my home computer.

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Member Comments:** He was super. Very positive and efficient, conscientious. Good follow through and came out on time.

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**Company:** PC PRO TECHNOLOGIES  
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**Report Date:** 3/1/2007

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** KEVIN B VANES

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$100

**Description of Work:** I had a program that was malfunctioning. They fixed that error and did a sweep of the rest of my system. They also cleaned the outside of the computer.

**Member Comments:** It took a day or two to get a hold of him, but you can always trust his work. My brother and I both use him for all of our computer needs.

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<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 2/27/2007

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** TROY & LAURIE RHOTON

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$1000

**Description of Work:** Removed viruses on computer and created a website for our company.

**Member Comments:** Bryan found and removed viruses on our computer and installed anti-virus software to prevent this from happening. He gave us a quote for a website in which we agreed upon. It ended up costing a little more because we had a lot of pictures for the site. He responded in a timely manner with our questions and concerns. He also had a dead line in creating the website and he was able to meet it. Very pleased!

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<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Company:** PC PRO TECHNOLOGIES  
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<b>Overall</b>	<b>A</b>
Price	B
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Report Date:** 2/24/2007

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** ANGELA BYRNE

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$170

**Description of Work:** My family computer was experiencing difficulties identifying sound drivers in order to play video clips.

**Member Comments:** I placed a trouble ticket over PC Pro's website on the weekend regarding my problem. Bryan e-mailed me promptly to set up an appointment to come out to the house the following Tuesday after I got off of work. He arrived promptly and was very courteous. After a series of diagnostic tests, he discovered a computer virus that had infected my machine. For two hours worth of work, Bryan fixed the problem as well as loading a couple of free software programs that would assist me in detecting spyware and cleaning up temporary files on my computer.

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<b>Overall</b>	<b>B</b>
Price	B
Quality	B
Responsiveness	B
Punctuality	B
Professionalism	B

**Report Date:** 2/17/2007

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** RICHARD RAINHO

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$294.95

**Description of Work:** Bryan set up and configured two desktops, cleaned and optimized both desktops, setup secure wireless network, installed USB PCI adapter, transferred user data, setup outlook express and child safe. It took three hours at \$85 hour and cost \$40 for a USB PCI adapter.

**Member Comments:** Overall it went good. We did have some issues with one of the computers not being able to go online, however, Bryan cam back free of charge and fixed the problem.

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**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
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 (317) 710-3999

**Report Date:** 2/7/2007

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** KATHLEEN LIPS

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$0

**Home Build Year:** 1967

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** He put 500 GB hard drive into our present computer. Revamped the drivers and updated the programs. He is in the process in salvaging everything on our computer.

**Member Comments:** He is amazing. He is very polite and courteous. He knows everything about computers inside and out. He gives you his honest opinion and has a competitive price range but they other companies do not compare to him. Once you are on his customer list, you can call him and get advice. He is wonderful.

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**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
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**Report Date:** 12/8/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** GLEN & ANNE BELL

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$195

**Description of Work:** Eliminated viruses and spyware and completely restored system.

**Member Comments:** Bryan was extremely polite, knowledgeable, and efficient. He came to my house, looked over my computer, and told me he'd take it back to his office to do the work because it would be less expensive for me and more efficient for him. I had my computer back in 3 days and it works great. I would definitely call PC Pro for help with my computer.

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<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

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**Company:** PC PRO TECHNOLOGIES  
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**Report Date:** 12/5/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** JERALD FRIEDERICK

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$75

**Description of Work:** He checked for any viruses, disk scanned, and suggested helpful ways to operate/maintain my PC at it's most optimum settings.

**Member Comments:** Mr. Knauer was very professional and courteous.

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**Company:** PC PRO TECHNOLOGIES  
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**Report Date:** 12/2/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** BARBARA UHRIG

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$161.5

**Description of Work:** Our computer was running very slowly and taking programs a long time to load. In addition, I was getting hard drive error messages, which might have meant my drive was going out. Ryan repaired and compacted the registry on my Dell computer. He did a general system cleanup, downloaded CCleaner (a free registry cleaner), ran a diagnostic on my hard drive, installed a free photo program (Picasa2), tried to undo something the Dell technician did (never call them again), cleaned up my starting programs and answered all my questions about the safety of my system from hackers, programs that are safe to download, and answered 12 questions that I had listed before he came. He is checking on a RAM memory upgrade for me, suggesting I look at Dell's prices and compare them with his. He also advised which monitor to buy when mine goes out (it's fading fast).

**Member Comments:** Ryan was able to make an appointment within 3 days of when I first called. I had read all 72 write-ups on him, so knew he might be late. He came within 20 minutes of the time frame he set up. He spent at least 2 hours on my computer, keeping busy the whole time, but taking time to answer all my questions. The Angie's List and senior citizens discounts are very much appreciated. He was unfailingly polite and low key. He never indicated that any of my questions or concerns were too

<b>Overall</b>	<b>A</b>
Price	B
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

basic or too obvious (things I should have known already). When he left, he emailed me a clearly written guide to computer maintenance, which explains how to keep my computer in good running shape. He answered an email question, which I sent him when I emailed him the Dell memory upgrade information. We expect to have him back to teach my husband how to put photos on a CD once he becomes familiar with Picasa2. You couldn't find a better person to work on your computer and teach you as he does it.

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May, 2007

**Company:** PC PRO TECHNOLOGIES  
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**Report Date:** 10/22/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** TOM RECK

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$308.93

**Description of Work:** Bought and installed a state of the art wireless router, cleaned up a desktop and a personal laptop, and helped sync up 2 work laptops with new wireless system. Most of the \$308 was for the equipment which he also found on sale, thereby charging less than his estimate. His hourly fee was worth every penny.

**Member Comments:** Bryan is fantastic and I have already recommended him to several other people. I expect to use his services more frequently in the future because he was able to solve so many small troubling technology annoyances so quickly, which included getting the 2 work laptops on the wireless system which is something my company's IT department had failed to do after repeated attempts over the past few years, syncing our printer with the wireless router so we can print remotely from the wireless laptop anywhere in the house, cleaning up some annoying adware-related glitches, cleaning up the startup applications so the computers would start up faster, etc. There were many more.

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<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

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<b>Overall</b>	<b>A</b>
Price	A
Quality	A

(317) 710-3999

**Report Date:** 10/19/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** JAN GLENNON

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$1500

**Description of Work:** My laptop was not working properly. Bryan was repairing it at my home, and noticed one corner was cracked. (Probably in a cross country move). He took my computer with him to determine whether it would be worth repairing. He said it wasn't. I purchased a new laptop through him. This new laptop could never stay connected to the internet. No matter what hoops I went through with tech support, it wouldn't stay connected. I called Bryan many times (for weeks) to help solve the problem. He came to my house each time I called and tried this, changed that, to the point that nothing more could be done. No doubt it was an AT&T wiring problem in the home. ATT&T corrected the problem, and I am staying connected to the internet.

**Member Comments:** This entire process took an entire month, from the first visit to the final repair by AT&T. It was frustrating, but Bryan came to my home each time I called. But the problem was not with the new equipment. After trying everything, there was only one solution and that was with AT&T. AT&T wiring was the problem.

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Responsiveness	A
Punctuality	A
Professionalism	A



*Nominee*

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**Report Date:** 10/19/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** NANCY SULLIVAN

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$270

**Description of Work:** He hooked up my computers and printer to a home network system and repaired my laptop, which had completely crashed. He put in a full two hours at my home, working quickly to get things up and running.

**Member Comments:** Brian was very efficient and worked very quickly. Not being computer literate, I cannot tell you all the things he did, but I can say he was very honest and when I needed him to return to fix a glitch. He did not charge for the extra visit. I would

<b>Overall</b>	<b>A</b>
Price	B
Quality	A
Responsiveness	B
Punctuality	B
Professionalism	A

certainly use Brian again for all my computer needs, and can say it was a pleasure to work with him.

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**Report Date:** 10/12/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** BOB SPRINGER

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$212

**Description of Work:** In 2 1/2 hours he solved three different problems on three different computers.

**Member Comments:**

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<b>Overall</b>	<b>A</b>
Price	B
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

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 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 10/11/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** GEORGE SOUTHARD

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$195

**Description of Work:** My daughters laptop crashed, so Bryan partitioned and formatted the hard drive, re-installed windows XP PRO SP2, Office 2003, Front Page, etc. He loaded device drives and politely listened and answered all of our questions.

**Member Comments:** Brian was very professional and courteous. He really knows computers. He told us exactly what he needed to do to get her computer up and running. He was also very quick in getting it back to us. He picked it up on a Friday afternoon and we had it back on Monday.

[Post a response to this report](#)

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

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**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 10/5/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** MARCIA & NORM MIERITZ

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$0

**Home Build Year:** 2000

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** He has fixed my computer on many occasions.

**Member Comments:** He is very knowledgeable, efficient, and reasonable. He is way above any other company I have used.

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 10/2/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** HARRY A WOLFE

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$0

**Home Build Year:** 1963

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** He repaired my computer for me.

**Member Comments:** They were great all the way.

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 9/18/2006

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

<b>Overall</b>	<b>A</b>
Price	B
Quality	A
Responsiveness	A

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** RALPH & ELIZABETH BEDWELL

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$290

**Description of Work:** Checked security on two computers and networked two computers to one printer. Recommended a memory upgrade, which he later installed.

**Member Comments:** After he left there was a problem with the printer. I phoned him and he gave me directions over the phone.

[Post a response to this report](#)

Punctuality	A
Professionalism	A

**Company:** PC PRO TECHNOLOGIES  
9801 FALL CREEK RD  
INDIANAPOLIS, IN 46256  
(317) 710-3999

**Report Date:** 9/14/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** BARBARA BIESTERFELDT

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$240.48

**Description of Work:** Checked old router, replaced it with a new one and wired it. Defragmented and cleaned up two computers. Internally cleaned (dust, etc.) two computers. Found and removed a virus on one computer. Optimized and cleaned up registry on both computers. Installed anti-virus and spyware programs on both computers. Did all this at our home.

**Member Comments:** Bryan was very professional and thorough. He returned my call the day I called him and came to our home the next morning. The cost above includes the price of a new router. He even went to Fry's and got it for us. He readily gave us the Angie's List discount. I would call Bryan Knauer back in a heartbeat if we have any more problems. We are planning on having him come every 6 months to check and clean up our computers.

[Post a response to this report](#)

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

PAGE OF  
**happiness**

*Nominee*

**Company:** PC PRO TECHNOLOGIES  
9801 FALL CREEK RD  
INDIANAPOLIS, IN 46256

<b>Overall</b>	<b>A</b>
Price	A
Quality	A

(317) 710-3999

**Report Date:** 9/11/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** GARNA PRICE

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$75

**Description of Work:** Resolved several software problems, talked by phone with my provider to also resolve email problems.

**Member Comments:** Bryan was very knowledgeable, very personable and arrived on time. I would definitely recommend him.

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
9801 FALL CREEK RD  
INDIANAPOLIS, IN 46256  
(317) 710-3999

**Report Date:** 9/5/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** MICHAEL & LAURA SCANLAN

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$150

**Home Build Year:** 1993

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** This company performed repair of my computer.

**Member Comments:** Brian is the person who came to my home and everything went well. The work he did went excellently. Overall, I would recommend this company to anyone in need of computer repair.

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
9801 FALL CREEK RD  
INDIANAPOLIS, IN 46256  
(317) 710-3999

**Report Date:** 9/1/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** CLARE & ANDY MORRISON

Responsiveness	A
Punctuality	A
Professionalism	A

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	B
Professionalism	A

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$0

**Home Build Year:** 2004

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** Reloaded Windows XP after trouble-shooting very slow computer. Reworked home network with appropriate router.

**Member Comments:**

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
9801 FALL CREEK RD  
INDIANAPOLIS, IN 46256  
(317) 710-3999

**Report Date:** 9/1/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** JULIE NICHOLSON

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$94

**Home Build Year:** 1925

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** Spent two hours cleaning up computer files. Advised as to upgrading memory.

**Member Comments:** Very pleased with every aspect of experience. Excellent!

[Post a response to this report](#)

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Company:** PC PRO TECHNOLOGIES  
9801 FALL CREEK RD  
INDIANAPOLIS, IN 46256  
(317) 710-3999

**Report Date:** 8/24/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** JIM KRANZFELDER

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$130

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Description of Work:** My computer was running very slowly. Bryan checked the hard drive for problems and also checked the RAM. A virus scan did not detect any viruses, but over ten spy-ware programs were detected. These spy-ware programs were not detected by McAfee. Bryan also cleaned up the start-up file. My computer now runs like new.

**Member Comments:** Bryan answered my voice mail promptly and showed up for the appointment on time. He got right to work and answered all of my computer questions. He was very professional.

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 8/22/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** JOAN CAMPAGNA

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$70

**Home Build Year:** 1959

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** JOB 1: DETECTED AND ELIMINATED A COMPUTER VIRUS. NO VIRUS FOUND. RAN VIRUS DETECTION PROGRAM. RESET COMPUTER, DELETED UNNEEDED PROGRAMS. JOB 2: RECONNECTED ME TO THE INTERNET AND CLEANED UP HARD DRIVE.

**Member Comments:** JOB 1: ON TIME, FRIENDLY, DESCRIBED WHAT HE WAS DOING. VERY PROFESSIONAL. JOB 2: ON TIME AND VERY KNOWLEDGE.

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 8/8/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** HOWARD R MEEKER JR

**Was Work Done?:** YES

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

**Hire Again?:** YES

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**App. Cost:** \$93

**Home Build Year:** 1960

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** REPAIRED COMPUTER AFTER MONITOR HAD BEEN BLOWN OUT BY ELECTRICAL SHORT, ALSO CLEANED OUT FILES AND ADVISED HOW TO SCAN PICTURES FOR MAILING VIA EMAIL.

**Member Comments:** WOULD CALL AGAIN IF NEEDED.

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 8/4/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** GEORGE R COOK

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$75

**Home Build Year:** 1955

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** He did some troubleshooting in the CPU, replaced some parts in there.

**Member Comments:** He did a good job. He offered a discount (maybe an angie's list one) of 15\$ from his 90\$ usual fee.

[Post a response to this report](#)

<b>Overall</b>	<b>A</b>
Price	B
Quality	A
Responsiveness	B
Punctuality	A
Professionalism	A

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 7/18/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** WILLIAM CULLEY

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$115

**Home Build Year:** 1965

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** REPAIRED COMPUTER DAMAGE CAUSED BY STORM SURGE.

**Member Comments:** EXCELLENT EXPERIENCE.

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 7/17/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** SHIRLEY LAHMANN

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$112.5

**Home Build Year:** 1955

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** Cleaned & optimized desktop, Resolved SBC Browser issuers, Installed Firefox internet browser. Installed antivirus program, remove spyware from laptop

**Member Comments:** This guy is great. Besides being very smart about computers, he's very kind and cooperative. I called him later with a question and he didn't mind at all.

[Post a response to this report](#)

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 7/12/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** MARION DUNSON

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$145

**Home Build Year:** 1960

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** Installed virus protection and anti spyware.

**Member Comments:** Did a good job and very efficient.

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 7/11/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** JOHN REEVES

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$75

**Home Build Year:** 1992

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** Troubleshoot and replaced computer components damaged by a power surge and reset printer.

**Member Comments:** Excellent! Bryan was here immediately and quickly traced problem. We had major problems (power/phones/cable) from a nearby lightning strike.

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 7/10/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** NANCY LINKS

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$0

**Home Build Year:** 1958

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** MY COMPUTER WAS TOTALLY CRASHED. HE PICKED IT UP & TOOK IT HOME. HE FIXED IT AND RETURNED IT IN LESS THAN 2 DAYS. VERY REASONABLY PRICED.

**Member Comments:** HE WAS PROMPT COURTEOUS AND KNOWLEDGEABLE. EVEN CONTACTED US WITH A FOLLOW UP CALL. HE ALSO SPENT A LOT OF EXTRA TIME ANSWERING MY QUESTIONS AND FIXING ADDITIONAL

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

COMPUTER PROBLEMS AT NO CHARGE.

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 7/4/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** ALAN JOLLY

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$94

**Home Build Year:** 1994

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** They performed an analysis on the home PC and scanner that were damaged due to a flooded basement. Bryan reviewed the hardware and software to determine if the machines could be repaired. He also prepared a written statement that was filed with the insurance company to facilitate a claim payment.

**Member Comments:** Bryan was very flexible with scheduling, as I changed the original appointment due to another commitment. He called to confirm the appointment and arrived on time to do the work. He was very knowledgeable and thoroughly examined the equipment. He completed his diagnosis, and as requested, sent me a document that I filed with the insurance company. He offered to help me recover some information from my hard drive and transfer it to my new computer. He was very professional and helpful.

[Post a response to this report](#)

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

PAGE OF  
**happiness**

*Nominee*

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 7/4/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** KIM DUNWIDDIE

**Was Work Done?:** YES

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

**Hire Again?:** YES

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**App. Cost:** \$131.5

**Home Build Year:** 1995

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** We were having trouble with our notebook PC.

**Member Comments:** Bryan fixed our problems with our notebook on site. He was knowledgeable and professional.

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 6/28/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** JUDY RUSH

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$215

**Home Build Year:** 1991

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** He installed a new computer and transferred my files from my old one to my new one. Cleaned out the old one. Return call to refine some of the things on the new one.

**Member Comments:** He responded to my call quickly and satisfied all my requests re:the new computer. Im very pleased. I thought he was reasonably priced and very polite.

[Post a response to this report](#)

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 6/13/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** RAMON & KAREN FIGUEIRA

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$187

**Home Build Year:** 1988

<b>Overall</b>	<b>A</b>
Price	B
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** They helped organize the software in our notebook computer.

**Member Comments:** Bryan is the name of the technician and owner, I believe. We were needing prompt assistance and he was able to modify his schedule for the following day to be able to attend to us. We were having some difficulties and he came very promptly. He was very responsive in that aspect. He is very professional, very nice and has an excellent personality.

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 6/12/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** JON LARAMORE

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$250

**Home Build Year:** 1962

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** Bryan cleaned our desktop of many, many viruses, restored files, installed anti-virus software and gave us advice about how to avoid this in the future.

**Member Comments:** Excellent. He was able to schedule us right away, and got the work done promptly. He has been very accommodating of questions, etc.

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 5/19/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** LESLEY & MATTHEW CRANE

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$204

**Description of Work:** WE HAD PROBLEMS WITH OUR INTERNET CONNECTION. OUR

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

TECHNICIAN FOUND MULTIPLE VIRUSES, SPYWARE, ETC, TOOK CARE OF THOSE, LOADED FREE ANTI VIRUS & ANTI SPYWARE, THEN SHOWED US HOW TO RUN IT.

**Member Comments:** OUR TECHNICIAN WAS FRIENDLY, COURTEOUS & ALL BUSINESS. WE COULD BARLEY GET HIM TO ACCEPT A GLASS OF WATER DURING THE 3 HOURS HE WAS AT OUR HOUSE. HE RESPONDED (AS PROMISED) SAME DAY. I WOULD 100% USE HIM AGAIN.

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 5/18/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** TERRI VAHEY

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$0

**Home Build Year:** 2005

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** ORDERED & INSTALLED NEW COMPUTER SYSTEM, WITH DATA TRANSFER FROM OLD SYSTEM.

**Member Comments:** KNOWLEDGEABLE, PROFESSIONAL, PUNCTUAL, HASSLE FREE. A VERY GOOD JOB! HIGHLY RECOMMEND.

[Post a response to this report](#)

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 5/17/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** EDWARD STOVALL

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$60

**Home Build Year:** 1974

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** They rebuilt my computer. They increased the memory for me.

**Member Comments:** They did very good work. Their price was reasonable. My computer is working better than it was before.

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 5/8/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** MRS GORDON BROWN

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$0

**Home Build Year:** 2004

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** He was repairing my computer and was putting in a RAM. Also repairing my printer.

**Member Comments:** He was very much on time and seemed to know what he was doing and helped a lot.

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 5/5/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** ANDREA CANEDO

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$25

**Home Build Year:** 1972

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** MY LAPTOP CRASHED AND SERVER WAS DOWN, THEY RE-INSTALLED WINDOWS XP.

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Member Comments:** BRYAN DID A GOOD JOB, WAS VERY WILLING TO ADDRESS ALL OUR CONCERNS AND TO MAKE SURE THE COMPUTER WORKED.

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 5/4/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** ROBIN & ED DAVIS

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$40

**Home Build Year:** 1925

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** I don't know what was wrong with my computer, but I couldn't get online.

**Member Comments:** He came and was very nice. He explained things that were wrong, and fixed it. He took less time than he thought he would. He gave us a good price, less than we thought it would be.

[Post a response to this report](#)

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 5/4/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** BOB MEYER

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$450

**Home Build Year:** 2006

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** They fixed my broken laptop PC. They installed all software and prepped new one.

**Member Comments:** They were prompt, knowledgeable and responsive. I will use again.

[Post a response to this report](#)

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 4/24/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** JAMES RUOTANEN

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$153

**Description of Work:** Correct registry to eliminate "error message" provide work around for e-mail "compose" by setting up outlook express.

**Member Comments:** Bryan was prompt, friendly, professional and helpful. Although he couldn't restore computer to original condition without significant expenditure, he provided alternate.

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 4/20/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** LOUISE VALIQUETT

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$68

**Home Build Year:** 2005

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** I called Angie's List for a referral to fix a server problem. I was given 3 companies and chose this one because they were closest to my home, but all referrals were excellently rated. Our server stopped working for no apparent reason. Brian explained his services and pricing when I called. He was on time, professional, did a thorough review of our PC systems and fixed the problem, explaining what happened. He also checked our systems for spyware, and other problems. I would hire him again without hesitation. He also gave us the Angie's List discount of 15%.

**Member Comments:**

[Post a response to this report](#)

<b>Overall</b>	<b>A</b>
Price	B
Quality	B
Responsiveness	A
Punctuality	A
Professionalism	A

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 4/13/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** T BRENT & GAYLE BOWMAN

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$150

**Home Build Year:** 1991

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** Researched computer problem, contacted source of problem, made 3 home visits to try potential solutions. Cleared up other computer-related problems while addressing the major issue.

**Member Comments:** Excellent overall service.

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 4/11/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** D P WRIGHT

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$0

**Home Build Year:** 1976

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** ON SITE SERVICE. SET UP AND CONFIGURE DSL IMPLEMENT ROUTER SET UP AND WIRED NETWORK. RESOLVED ISSUES WITH SOFTWARE AND VIRUSES.

**Member Comments:** BRYAN WAS ON TIME, POLITE, REASONABLY PRICED AND QUITE HELPFUL.

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

<b>Overall</b>	<b>A</b>
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9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 4/10/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** MICHAEL LAUDERBAUGH

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$230

**Home Build Year:** 1986

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** They reformat the hard drive.

**Member Comments:** They were very good.

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 4/6/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** JANE HITCH

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$119

**Description of Work:** Scanned and removed virus that my anti-virus software (mcafee) had let slip through and that a McAfee scan could not detect, generally cleaned up areas of my computer that I barely knew existed.

**Member Comments:** Bryan is professional, efficient and obviously knows his business. He came to my home within 24 hours of my call, was on time, and was just generally a pleasure to work with. He came prepared with all the tools he'd need, was undaunted by the task and shared helpful information. I'd have him back in an instant and recommend him without reservation. He's a nice find for those of us with home computers who need professional support.

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256

Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

<b>Overall</b>	<b>A</b>
Price	A

(317) 710-3999

**Report Date:** 4/5/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** PAMELA SHIRLEY YOUNG

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$0

**Home Build Year:** 1960

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** MY WHOLE COMPUTER SYSTEM STOPPED WORKING, ANGIE'S LIST GAVE ME THE NAME OF BRIAN AT PC PRO. HE CAME THE NEXT DAY. MY OLD COMPUTER WAS NOT REPAIRABLE. HE ORDERED A NEW DELL FOR ME, IT ARRIVED IN 3 DAYS, AND HE INSTALLED IT TODAY.

**Member Comments:** MY OVERALL EXPERIENCE WITH PC PRO AND BRIAN WAS EXCELLENT BRIAN IS TOTALLY COMPETENT AND VERY PLEASANT, AND HIS CHARGES ARE EXTREMELY REASONABLE.

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
9801 FALL CREEK RD  
INDIANAPOLIS, IN 46256  
(317) 710-3999

**Report Date:** 4/5/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** CHARLES J ODROBINAK

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$0

**Home Build Year:** 1950

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** RETERMINATED 3 CATS, PATCHED CABLES, TESTED COMPUTER CONNECTIVITY, OPTIMIZED AND CLEANED UP DELL PC.

**Member Comments:** BRYAN WAS VERY PUNCTUAL, PROFESSIONAL AND EFFICIENT. ALSO, HIS PRICE IS REASONABLE. I WOULD GLADLY RECOMMEND HIM.

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
9801 FALL CREEK RD

Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

<b>Overall</b>	<b>A</b>
Price	A

INDIANAPOLIS, IN 46256  
(317) 710-3999

**Report Date:** 4/3/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** MARCIA & NORM MIERITZ

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$173

**Home Build Year:** 2000

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** TROUBLE SHOOTING WIRELESS NETWORK. CONFIGURED NEW ROUTER, ENCRYPTING WIRELESS NETWORK. WORKED ON 2 COMPUTERS. THEY ALSO INCREASED MEMORY OF SATELLITE COMPUTER.

**Member Comments:** BRYAN WAS EXCELLENT. HE WAS ON TIME, REASONABLY PRICED, AND VERY EFFICIENT AND KNOWLEDGEABLE.

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
9801 FALL CREEK RD  
INDIANAPOLIS, IN 46256  
(317) 710-3999

**Report Date:** 3/27/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** KEN & JUNE SCHMID

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$0

**Home Build Year:** 1990

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** REPAIRED AND CLEANED PC. AND CONNECTED WITH 4 WAY FAX, COPIER, SCANNER & PRINTER.

**Member Comments:** PC PRO WAS GREAT ON ALL COUNTS AS INDICATED BY THE SCORE CARD. ONCE AGAIN ANGIE'S LIST EXCELLS WITH IT PARTICIPANTS.

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
9801 FALL CREEK RD  
INDIANAPOLIS, IN 46256

Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

<b>Overall</b>	<b>A</b>
Price	A
Quality	A

(317) 710-3999

**Report Date:** 3/23/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** KATHLEEN LIPS

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$0

**Home Build Year:** 1967

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** Our computer was not functioning due to a full hard drive. I called Bryan and he put in the biggest hard drive made. 300gb. He also updated our video cards, all of the drivers, and made a complete copy of our PC's guts. He also installed several programs.

**Member Comments:** Bryan came right over to check the problem. We discussed optional. He dropped the service call charge due to installing a hard drive in his office. Very polite, very professional. He's the best in the business.

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
9801 FALL CREEK RD  
INDIANAPOLIS, IN 46256  
(317) 710-3999

**Report Date:** 3/22/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** BEVERLY MARKER

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$115

**Home Build Year:** 2004

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** My computer was running slow & also freezing up at times. Bryan found & fixed a virus. He needed to take my PC but was prompt about returning it!

**Member Comments:** Bryan answered my e-mail promptly, was on time, & very knowledgeable. I felt his price was very reasonable.

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
9801 FALL CREEK RD

Responsiveness	A
Punctuality	A
Professionalism	A

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

<b>Overall</b>	<b>A</b>
Price	A

INDIANAPOLIS, IN 46256  
(317) 710-3999

**Report Date:** 3/3/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** NANCY DYBOWSKI

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$95

**Home Build Year:** 1987

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** Repaired a Toshiba Tecra 8200 laptop. Screen would freeze up and/or re-boot on its own. Diagnostics performed, Toshiba drivers installed, did full virus/spyware scan and did an internal cleaning on laptop. A faulty memory slot was causing the problem.

**Member Comments:** After trying some diagnostics over the telephone which did not fix the problem, Brian picked up the laptop from my home and took it to his shop for repairs. He was very knowledgeable, professional and courteous. Brian was found a work around for the memory slot problem and saved me the cost of a new laptop. He did the work and returned my laptop as promised and it has worked perfectly since. I would highly recommend him.

[Post a response to this report](#)

PAGE OF  
**happiness**

*Nominee*

Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Company:** PC PRO TECHNOLOGIES  
9801 FALL CREEK RD  
INDIANAPOLIS, IN 46256  
(317) 710-3999

**Report Date:** 2/20/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** REG GELORAN

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$113

**Home Build Year:** 1986

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** Reformatted hard drive.

**Member Comments:** Bryan was prompt & returned calls & emails quickly. He was courteous and knowledgeable.

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 2/16/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** HARRY A WOLFE

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$0

**Home Build Year:** 1963

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** Computer Repair.

**Member Comments:**

[Post a response to this report](#)

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 2/16/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** CAROL HITTLE

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$340

**Home Build Year:** 1970

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** COMPUTER DID NOT TURN ON CONSISTENTLY, LOTS OF SPY WARE & OTHER MALFUNCTION. BRYAN (PC PRO) WAS KNOWLEDGEABLE & AND WAS ABLE TO CORRECT PROBLEMS, EXCEPT FOR ONE WHICH WE CONT. TO WORK ON.

**Member Comments:** ALL POSITIVE.

[Post a response to this report](#)

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 2/15/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** ROBERT & ELLEN HEALEY

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$0

**Home Build Year:** 1927

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** Connected older PC to DSL. Updated to newer version of Windows 98. Networked with newer computer in house. Attached printer. Internal & external cleaning. Installed router & network card.

**Member Comments:** Came when he said. Extremely polite & careful. Returned next day to complete job. Called when unexpected delay occurred. Explained what he had done. Price was very reasonable.

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 2/9/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** BARBARA THORNBURG

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$174

**Home Build Year:** 1987

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** Implemented wireless network, share printer over network, cleaned desktop PC, removed viruses & spyware, configured 2 laptops on network, initialized hard drive defragment.

**Member Comments:** BRIAN WAS ON TIME, VERY KNOWLEDGEABLE, DID AN EXCELLENT JOB.

[Post a response to this report](#)

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

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**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 2/3/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** TOM & DEBRA PATTERSON

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$145

**Home Build Year:** 1965

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** REFORMATTED HARD DRIVE.

**Member Comments:** OUTSTANDING IN ALL ASPECTS.

[Post a response to this report](#)

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 2/3/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** KELLY KIRCH

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$193

**Description of Work:** ATTACHED WIRELESS COMPUTER CARD TO NEW DESKTOP & CLEANED UP THE OLD COMPUTER A LOT.

**Member Comments:** VERY THOROUGH & QUICK. THEY ARE VERY INFORMATIVE.

[Post a response to this report](#)

<b>Overall</b>	<b>A</b>
Price	C
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 2/2/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** DALE & MARGO LUTHER

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$0

**Home Build Year:** 1967

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** I HAD COMPUTER HARDWARE PROBLEMS. THE MONITOR DID NOT WORK, AND THE COMPUTER WOULD NOT POWER UP.

**Member Comments:** BRIAN WAS PUNCTUAL. HE EVEN CAME ON SATURDAY AND PICKED UP THE COMPUTER. HIS REPAIR WAS DONE QUICKLY AND AT A REASONABLE COST. HE EVEN MADE SOME ADDITIONAL IMPROVEMENTS THAT I DID NOT REQUEST. EXCELLENT SERVICE.

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
9801 FALL CREEK RD  
INDIANAPOLIS, IN 46256  
(317) 710-3999

**Report Date:** 1/27/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** DAVID FOWLER

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$160

**Home Build Year:** 1960

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** Format & reload windows.

**Member Comments:** RESPONDED IMMEDIATELY, EVEN OUT OF HIS RANGE. ON TIME, VERY PROFESSIONAL, LOWER PRICE, (OUT OF TOWN CALL). EXCELLENT WORK. WELL WORTH THE MONEY. WONDERFUL SERVICE.

[Post a response to this report](#)

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Company:** PC PRO TECHNOLOGIES  
9801 FALL CREEK RD  
INDIANAPOLIS, IN 46256  
(317) 710-3999

**Report Date:** 1/20/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** MELANIE SOKHEY

<b>Overall</b>	<b>A</b>
Price	A
Quality	N/A
Responsiveness	A
Punctuality	A
Professionalism	A

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$125

**Home Build Year:** 1992

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** PC RELOADED SERVICE OFF SITE. PICK UP AND DELIVERY INCLUDED. COMPUTER COMPLETELY CRASHED. THEY RECOVERED DATA, REFORMATTED, AND REINSTALLED PROGRAMS.

**Member Comments:** POLITE, KNOWLEDGEABLE, AND TOOK A LOT OF TIME WITH ME. THEY ARE VERY REASSURING.

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 1/16/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** SILVIA ALBA

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$91

**Home Build Year:** 1925

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** He cleaned up unnecessary programs in my computer, connected my printer and my MP3 player to the laptop that I have. (Taught me how to do that.) Moved all sorts of documents from my desktop to my laptop. Re-formatted the hard drive and removed it for me. The cost would have been about \$130, but there were extenuating circumstances, so it dropped down to \$91.

**Member Comments:** WE HAD A MISUNDERSTANDING AS TO THE TIME THAT HE WAS SUPPOSED TO SHOW UP. HE SHOWED UP LATE, BUT HE GAVE A 15% DISCOUNT FOR SHOWING UP LATE. HE ALSO FORGOT TO BRING A USB PORT (VERY BASIC THING), SO HE HAD TO GO OUT, BUY ONE, AND COME BACK TO MY HOUSE. HIS NAME IS BRIAN KNAUER AND HE IS THE OWNER OF PC PRO TECHNOLOGIES. HE WAS POLITE, HE WAS PROFESSIONAL, AND EXCEPT FOR HAVING TO LEAVE TO GO GET SOMETHING THAT HE NEEDED TO DO THE JOB AND SHOWING UP LATE, HE DID A GOOD JOB. I THOUGHT THE PRICE WAS FAIR AND I APPRECIATED THE FACT THAT HE DID GIVE A 15% DISCOUNT ON TOP OF THE 15% DISCOUNT THAT HE GIVES ANGIE'S LIST MEMBERS FOR THE INCONVENIENCE OF HIM BEING LATE AND HAVING TO LEAVE AND COME BACK AGAIN.

**Service Provider** LET ME FIRST ACKNOWLEDGE THAT I BELIEVE THIS REPORT IS FAIR AND

<b>Overall</b>	<b>B</b>
Price	B
Quality	A
Responsiveness	A
Punctuality	B
Professionalism	A

**Response:** HONEST. I WOULD JUST LIKE TO POINT OUT A FEW MORE DETAILS. YES, THERE WAS A MISUNDERSTANDING CONCERNING THE ARRIVAL TIME. OF COURSE FROM MY PERSPECTIVE, I WAS ON TIME, BUT I CERTAINLY UNDERSTAND MY CLIENT'S PERSPECTIVE AS WELL. I DID HAVE TO LEAVE THE RESIDENCE FOR 10-15 MINUTES TO PICK UP A USB CABLE, OF COURSE THIS WAS TAKEN INTO ACCOUNT ON THE FINAL INVOICE. AS NOTED, I ALSO GAVE A 30% DISCOUNT FOR THE ARRIVAL TIME MISUNDERSTANDING. IN ADDITION I WOULD ALSO LIKE TO NOTE THAT PC PRO TECHNOLOGIES TAKES PUNCTUALITY VERY SERIOUSLY AND WOULD NEVER KEEP A CLIENT WAITING DELIBERATELY. BRYAN KNAUER OWNER

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 1/8/2006

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** DAN & RITA SINK

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$316.37

**Home Build Year:** 1985

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** Installed and encrypted wireless network. Cleaned up and optimized an older PC and resolved a CDRW issue. Implemented printer sharing. Brian listened carefully to my concerns and solved several problems I had with an older computer. He was proactive in identifying and correcting issues that were hindering the older PC's performance, making it a usable system again. He also provided reasonably priced parts to implement a wireless network for a new computer. In addition, he followed up with a phone call to make sure everything was working to my satisfaction. (It was.) I did have a few questions (regarding printer sharing) which he was able to guide me through and answer over the phone.

**Member Comments:** He was on time, clean-cut, very polite, and his price was very fair (15% off - Angie's List discount.) I am impressed with his expertise and customer service.

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 12/29/2005

**Category:** COMPUTER REPAIR & SERVICES

<b>Overall</b>	<b>A</b>
Price	B
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Member Name:** FRED NIEHAUS

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$65

**Description of Work:** Virus was removed from my computer.

**Member Comments:** Bryan the owner of PC Pro agreed to take on a job that was known to be difficult but at a reasonable rate. When the job was even more difficult and time consuming than expected, I was not charged any additional amount. Bryan was professional and courteous as well.

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 12/28/2005

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** JILL POSUNIAK

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$135

**Home Build Year:** 1998

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** Our computer would no longer render web pages in Internet Explorer (in spite of the fact that the computer was connected to the internet.) I strongly suspected virus infection, but neither our virus scan nor our adware/spyware/malware software was able to identify the source of the infection. We contacted PC Pro, left a message, and Bryan Knauer called back the same day. He came to the house the following day, and stated that the infection was sufficiently severe (i.e. had changed registry settings) that the computer hard drive would have to be re-formatted and the software re-installed. He took the computer from the house, performed the destructive re-format and re-install, and returned the computer to our house. The computer now functions.

**Member Comments:** Bryan was on-time, professional, and competent. He performed the work very quickly (over Christmas!) and returned a computer that was in working condition. I appreciate that in addition to taking steps necessary to remove the computer malware, he also cleaned the computer inside and out. He was also careful to save to disk the data (documents, digital photos) that the computer contained. His price for "in-home" service was also quite reasonable.

[Post a response to this report](#)

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 12/21/2005

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** HOWARD R MEEKER JR

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$0

**Home Build Year:** 1960

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** RESOLVED PRINTER ISSUE. RAN DISK CLEAN UP. INSTRUCTION ON DIGITAL CAMERA AND SCANNER. INSTALLED ADOBE 5.0 AND REMOVED SPYWARE.

**Member Comments:** WAS VERY PROMPT AND RESPONSIVE. FRIENDLY AND COURTEOUS.

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 11/7/2005

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** KIM RICHESON

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$97.5

**Description of Work:** COMPUTER RUNNING SLOW, AND UNABLE TO RECEIVE OR SEND EMAIL.

**Member Comments:** EXCELLENT COMPUTER KNOWLEDGE. IDENTIFIED PROBLEM AND RESOLVED IT. VERY PROFESSIONAL, ACCOMMODATING, AND POLITE. CALLED TO LET ME KNOW HE WAS RUNNING LATE AND WHEN HE WOULD BE HERE. EVEN CALLED TO FOLLOW UP TO SEE IF EVERYTHING WAS WORKING A FEW DAYS AFTER THE WORK.

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

<b>Overall</b>	<b>A</b>
Price	A

(317) 710-3999

**Report Date:** 10/27/2005

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** MEL GUTTER

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$0

**Description of Work:** PC RELOAD INSTALL WINDOWS XP HOME, INSTALL AOL & NEW VIDEO CARD.

**Member Comments:** ON TIME. REASONABLY PRICED. VERY NICE YOUNG MAN DID MANY EXTRA THINGS THAT HE DID NOT CHARGE FOR.

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
9801 FALL CREEK RD  
INDIANAPOLIS, IN 46256  
(317) 710-3999

**Report Date:** 10/17/2005

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** MARIA WHITE

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$0

**Home Build Year:** 1995

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** REPAIRED SOUND ON COMPUTER. SUGGESTED I NEEDED NEW HARD DRIVE, HE INSTALLED NEW HARD DRIVE, WINDOWS XP, BACKED UP FILES, CLEANED COMPONENTS, DELIVERED & SET UP.

**Member Comments:** BRIAN WAS VERY KNOWLEDGEABLE, PROFESSIONAL, PUNCTUAL, PERSONABLE & THOROUGH.

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
9801 FALL CREEK RD  
INDIANAPOLIS, IN 46256  
(317) 710-3999

**Report Date:** 9/23/2005

**Category:** COMPUTER REPAIR & SERVICES

Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

<b>Overall</b>	<b>A</b>
Price	B
Quality	A
Responsiveness	A
Punctuality	B
Professionalism	B

**Member Name:** JERALD FRIEDERICK

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$97

**Home Build Year:** 1967

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** SCAN DISK AND RESOLVE ERROR ON HARD DRIVE. DEFRAGMENT DRIVE C AND CLEAN UP DRIVE C. LOADED CMOS SETUP DEFAULTS.

**Member Comments:** BRYAN KNAUER WAS VERY POLITE, A LITTLE LATE, BUT HE CALLED. I THINK HE DID A WONDERFUL JOB.

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
9801 FALL CREEK RD  
INDIANAPOLIS, IN 46256  
(317) 710-3999

**Report Date:** 8/29/2005

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** EUGENE & BARBARA BUSCHE

**Was Work Done?:** YES

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

**Hire Again?:** YES

**App. Cost:** \$0

**Home Build Year:** 1984

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** FORMATTED & RELOADED COMPUTER, INSTALLED SP2, WINDOWS UPDATE, AOL 9.0 OPTIMIZER, & ANTI-VIRUS.

**Member Comments:** EXCELLENT SERVICE, KNOWLEDGEABLE, TIMELY, COURTEOUS.

[Post a response to this report](#)

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Company:** PC PRO TECHNOLOGIES  
9801 FALL CREEK RD  
INDIANAPOLIS, IN 46256  
(317) 710-3999

**Report Date:** 8/23/2005

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** D P WRIGHT

**Was Work Done?:** YES

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

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

**Hire Again?:** YES

**App. Cost:** \$265

**Home Build Year:** 1976

\*This date helps you locate companies that work on homes that are similar in age to your own.

**Description of Work:** WE OWN TWO NETWORKED HOME COMPUTERS. BRYAN DID AN AMAZING JOB OF REPAIRING BOTH COMPUTERS AND OUR PRINTER.

**Member Comments:** THE SERVICE WAS TIMELY, COURTEOUS, AND VERY FAIRLY PRICED! THIS WAS OUR BEST EXPERIENCE EVER REGARDING COMPUTER SERVICE AND REPAIR.

[Post a response to this report](#)

**Company:** PC PRO TECHNOLOGIES  
 9801 FALL CREEK RD  
 INDIANAPOLIS, IN 46256  
 (317) 710-3999

**Report Date:** 7/14/2005

**Category:** COMPUTER REPAIR & SERVICES

**Member Name:** BOB MEYER

**Was Work Done?:** YES

<b>Overall</b>	<b>A</b>
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

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

**Hire Again?:** YES

**App. Cost:** \$0

**Description of Work:** RESOLVED PROBLEMS CONCERNING MY CABLE INTERNET CONNECTIONS WITH MY BROADBAND PROVIDER. ALSO USED OPPORTUNITY TO "TUNE UP" MY PC.

**Member Comments:** POLITE, KNOWLEDGEABLE, PROMPT. WOULD USE AGAIN.

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