

SonicSpider LLC
PO Box 483, Bonsall CA 92003
www.sonicspider.com
support@sonicspider.com
Phone: 619.330.5859
Fax: 760.453.2177



Detailed Work Description

Website Maintenance & Support – 4 Hour Package

This work description from SonicSpider LLC is bound by the *Terms of Service Agreement* as posted on SonicSpider's web site (<http://www.esonicspider.com>) and the "*General Terms of Service*" published with this description. Both documents may be modified without notice.

Service Work Description:

General consulting, technical support and maintenance is based on a request for a solution to a problem or advice needed to make a decision. This service is provided through the Sonic Development Center** (Dev Center) and is bound by the limitations and terms of that service. It is understood that you are purchasing the time required to provide information and advice. This information or advice will be provided to the best of the SonicSpider staff's ability. Please read the "*General Terms of Service*" for limitations and conditions. A service fee of \$6.00 per payment is included

***Detailed information about the Dev Center is provided in separate documentation.*

- **4 hours of website support, consulting, or maintenance.**
- All support, consulting and communicating maintenance work will be done via the Dev Center.
- Communicating maintenance work is considered billable time and will come out of the time allotment.
- All work is billed in 15 minute increments, and rounded up to the next 15 minute block.
- Time expires in 3 months from the date of purchase unless other terms or offers are offered separately.
- If the requested service requires more time than allowed by this package or it is found that there is no longer time to finish your request, you will be notified, the incomplete information gathered at that point will be provided and service will be put on hold until more time is purchased to complete that service. You can then choose: to abort or limit that query, upgrade to a larger package, or add time to your existing package.

Service Deliverables:

- Dev Center log of responses to questions or advice relating to website maintenance, upgrades, etc.
- Implementation of requested updates to the client's website, **IF** they fall within the pre-paid time indicated above.
- At SonicSpider's discretion, other documentation or materials may be provided.

Note: The degree of detail of our responses will be limited based on the provided information. No assumptions can be made beyond the information available.

Total Pre-Paid Cost: \$370.80 (10% discount off of single hour)