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## **Detailed Work Description**

### **Website Maintenance & Support – 12 Hour Package**

### **6 Month Payment Plan – Only Available to Clients Hosting with SonicSpider**

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.*

- **12 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 12 months from the date of purchase unless other terms or offers are offered separately.
- If the requested service requires more time that 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 clients 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.*

#### **Payment Terms:**

##### **Three Payments of \$160.50**

- First payment will be made immediately online.
- No other discounts can be applied
- Each payment includes a \$6.00 payment service fee.
- SonicSpider will retain your credit card number and charge the remainder of the payments on the 5<sup>th</sup> of each month until all payments are made.
- All rejected credit cards will result in a \$25 Administration Fee. The Dev Center service will be suspended until payments are up to date.