



Five Sparrows LLC

3889 Hartland Hills | Hartland, MI 48353
Toll Free: 877-451-0145 | Fax: 810-746-0031
Web: www.fivesparrows.com

Web Support & Maintenance

Standard Support plus Maintenance Plans

Get Unlimited Tech Support and Website Maintenance Services Together in One Plan!

Our standard support plus maintenance services are perfect for clients who want the protection of unlimited tech support plus the convenience of having web site maintenance and updating services provided at a discounted rate. Plans are available annually, semi-annually, quarterly, or monthly, to give you the flexibility you need to fit both your needs and your budget.

Support & maintenance plans help you save money, since the services are covered at rates that are substantially lower than the standard As-Needed support rates charged if you are not covered under a plan.

Plans also include unlimited technical support via our online Help Desk system, which helps ensure that your web site keeps running smoothly and working properly for your business 24/7.

Standard web support & maintenance plans include up to six web page updates that you can use anytime, and plans can be purchased monthly, quarterly, semi-annually, or annually.

Updates can be requested whenever you need them by using the automated online Help Desk system on our web site, where requests are assigned a support ticket ID number so you can easily track progress or follow up with questions, if necessary.

Protect your web investment and get the web services that you need - call us today to get started with a support & maintenance plan for your web site!

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Web Support & Maintenance Plans

PLANS ARE AVAILABLE AS:

Monthly Maintenance:
(\$150 per month)

Quarterly Maintenance:
(\$175 every 3 months)

Semi-Annual Maintenance:
(\$200 every 6 months)

Annual Maintenance:
(\$225 every 12 months)

All Plans Include:

- Up to six web page updates per plan duration - includes changes and additions to page content, images, photos & graphics, adding links, etc.
- Unlimited tech support via our online Help Desk system and/or email.
- Independent test environment for major changes - a private area on our demo server where updates are made before the changes go "live." This way, your visitors never see unapproved changes or "under construction" pages while work is in progress.
- Online customer support system - requests are directly logged into our online Help Desk system and assigned to the appropriate staff member for action.
- Online maintenance reports - detailed reports to show your plan usage and history of changes, as well as a summary of the work performed on the site.
- Disk & bandwidth management - notification if your account is approaching limits for disk space, bandwidth limits, or both. This can prevent an interruption of service or account overage fees from being assessed by the hosting provider.