



# Web Support & Maintenance

## Standard Web Site Support & Maintenance Plans for 2009

### ***Protect Your Web Investment and Save Money on Updates with a Support & Maintenance Plan from Five Sparrows!***

Maintaining your web site on a regular basis not only provides your visitors with the most current information about your business, it also encourages repeat visits, increases overall web traffic, improves your search engine rankings, and ultimately protects and leverages your web site investment.

**Support & maintenance plans also 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.

All standard plans also include unlimited technical support via email or phone, which helps ensure that your web site keeps running smoothly and working properly for your business 24/7/365.

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

Updates can be requested whenever you need them by using the automated Online Customer Support 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 &

**Toll Free: 877-451-0145**

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### **Web Support & Maintenance Plans**

#### **PLANS ARE AVAILABLE AS:**

**Quarterly Maintenance:**  
(\$150 every 3 months)

**Semi-Annual Maintenance:**  
(\$150 every 6 months)

**Annual Maintenance:**  
(\$150 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 email or phone.**
- **Independent test environment - a private area on our demo server where updates are made to your site before the changes go "live," if necessary. 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 support 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.**