

**RightStart Websites** a division of SonicSpider LLC  
PO Box 483, Bonsall CA 92003  
www.rightstartwebsites.com  
support@rightstartwebsites.com  
**Phone:** 619 330-5958  
**Fax:** 760 453-2177



a division of SonicSpider LLC

## **RightStart / SonicWebTech Work Description for General Tech Support and Consulting**

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

(Pre-paid packages for extra technical consulting and programming are available online through the SonicWebTech Program, [www.sonicwebtech.com](http://www.sonicwebtech.com) )

### **Service Work Description:**

Technical support consulting has been requested to review and find a solution to a technical problem related to the web or a website. The following conditions, limitations and procedures will be followed:

1. All technical support communication in this package is done via the Dev Center, Hangouts, SimpleHelp or by phone and logged into the Dev Center.
2. All time is rounded up to the nearest 15 minute block.
3. If the support request 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 and service will be put on hold. You can then choose: to stop or limit that support or increase the hours purchased.
4. Some problems or issues will be outside of the scope or purview of what you WebTech can access, alter or configure. RightStart is not responsible for issues of this nature.
5. The General Terms of Service for RightStart Websites and SonicWebTech.com apply to all services provided.

### **Service Deliverables:**

1. Dev Center responses to questions for information or advice relating the requested technical problem.
2. At SonicSpider's discretion, other documentation or materials may be provided.
3. A brief summary of work performed and all information discovered will be documented in the Dev Center.

*\*\*If website work or installation services are part of this package, there may be additional costs when hosting at some third party hosting providers as they may not provide expected services and features required to work effectively on your website. It will be expected but not limited by: that you have access to your hosting provider's Database tools along with either a File Manager or FTP. Any time spent assisting in getting this set up or dealing with your hosting provider's system is an extra cost and is not covered by this package allowance.*

*\*\*\*Training and consultation can be provided via phone or Remote Assist and must be mutually arranged by appointment. There are some limitations on time and scheduling.*