

# websitemaintenance

Congratulations on taking the first step toward a higher quality website by selecting a website maintenance program. Your website is critical to the professionalism, credibility and long-term success of your business. Ongoing website maintenance adds years to the life of your website and provides your website user with the best possible experience.

After you have selected a plan, **Parker Web** will welcome you on board with an introduction to our team as well as an orientation of our systems. Throughout our relationship, **Parker Web** will strive to provide you with fast, proactive, knowledgeable, accountable and friendly customer service. We look forward to exceeding your expectations.



# 3

\$329/month includes  
3 bankable hours.

# 5

\$499/month includes  
5 bankable hours.

# 10

\$949/month includes  
10 bankable hours.

## Terms and Conditions

- **Bankable Hours:** Unused hours are stored for up to 3 months. Although rare because of the proactive nature of the Parker Web service, hours not used after 3 months are lost. Hours in excess of this monthly plan amounts are billed at \$120/hr at the end of the calendar month. Hours immediately expire upon cancellation of any plan. Time is billed in 15-minute increments.
- **Basic Option:** A \$129/month plan is available that provides 1 bankable hour per month.
- **Online Ticket System:** Easy submission of requests via direct email to Parker Web. Your email generates a traceable ticket and enters into a queue for rapid completion.
- **Proactive Maintenance:** Parker Web monitors your website for optimal performance. Website systems unique to your website installation will require regular updates or maintenance. When critical in nature – such as a security patch or a version update – this work is done immediately and billed to your account. Non-critical items are presented as a ticket for your approval prior to work being completed.
- **Time Tracking:** Parker Web has a proprietary time accounting system that tracks all details of activities on your account. A report is available at any time upon request.
- **Contract Period:** We like to say we earn your business each and every month. Our plans are month-to-month and can be upgraded or downgraded at any time. There are no refunds for time purchased.
- **Rapid Response:** Parker Web's goal is a maximum two business day turnaround on a task requiring less than 2 hours to complete. Many times tasks are done within minutes of being requested. In-person or onsite work is not available.

**PARKER**  
WEB SERVICES