

## SonicWebTech – Ask a WebTech Pro General Terms of Service

These terms of service for the SonicSpider LLC SonicWebTech Ask a WebTech Pro service is an amendment to the published *Terms of Service Agreement* as posted on SonicSpider's web site (<http://www.esonicspider.com>) and the SonicWebTech Programs *General Terms of Service* posted on the SonicWebTech site (<http://www.sonicwebtech.com>) These documents may be modified without notice.

### Definitions

**USER:** A person that wishes to use the Ask a WebTech Pro service as outline herein.

**SSLLC:** SonicSpider LLC, the provider of services for the SonicWebTech Program.

**DEV CENTER:** The Sonic Development and Resource Center. This is the core system used to provide these services.

### General Agreement

SSLLC agrees to provide general guidance, advice, and technical consulting utilizing the online Sonic Development and Resource Center system (DEV CENTER), to any question in the area of Web Technology through our Ask a WebTech Pro service for USER during regular business hours (8 am to 5pm, PST, Monday through Friday). The USER can expect a reply generally within 24 hours ONLY during those normal business work days. If a question is posted after 5pm PST on Friday the 24 hour period begins at 8am on the following Monday (if not a holiday). This 24 hour goal is not a guarantee.

### Types of Answers to be Expected

The USER understands that they are not expecting an answer that exceeds the allotted time for that service level. The reply in the free service will generally be one or two sentences or could be a simple “yes” or “no”. The USER also understands that the WebTech may offer a more detailed answer if the USER chooses to purchase any of the provided paid services: Ask A WebTech Pro Followup, Ask A WebTech Pro Indepth, SoncWebTech Technical Support, or Consulting Package.

### Service Definitions

1. **Free Ask a WebTech Pro** – Service provided as guidance or advice based on the question provided by USER. This reply will be limited by the allotment of 5 minutes of WebTech time and administered only via the online DEV CENTER.
2. **Ask a WebTech Pro Followup** – Service provides more technical answers to any question from USER and will be limited to an average of 10 minutes of technical support from a WebTech and administered only via the online DEV CENTER.
3. **Ask a WebTech Pro Indepth** – Service provides an online question/answer discussion format in which the USER can ask as many questions as is allowed for the WebTech to reply with the average of 20 minutes of technical support. The Indepth system will close out the discussion after

the WebTech as used up this allotment. The USER can

## **General Conditions and Limitations**

1. Since SLLC has no control over the use of these services, SLLC is not responsible for how the results of these services are used by the USER, and is not responsible for any damage incurred by that use.
2. The answers provided by this service are intended to provide general guidance and direction for the USER to continue researching more detailed information or solutions. The free answers are NOT intended to be complete or exhaustive.
3. At any time SLLC reserves the right to not answer a question meets the following criteria:
  1. The question is outside of the scope of this service, at the WebTech's discretion.
  2. The question requires more time or information than is allotted by this service.
  3. The question is determined to be incomplete or unintelligible.
4. SLLC is not responsible for the business or functional utility of answers provided.
5. SLLC is not responsible for undelivered emails or notices from the DEV CENTER system. The USER can login at anytime to check for an answer or seek information as to the lack of an answer.

## **Refunds**

There are no refunds for purchases of the Ask a WebTech Pro Followup or Indepth services. If the USER choses to not utilize this service after purchase that is at their own discretion. All purchases of these services are final.

## **Problems or Complaints**

The USER can at any time utilize the Sonic Help Desk to contact management about any problems with this service. The only remedy will be to provide additional WebTech allotment time to the USER to complete or rectify the problem service. The amount will not exceed the normal allotment for that service purchased as described herein under Service Definitions.