

## SonicWebTech Work Description for Four Hour Technical and Programing

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

Standard hourly rate is \$125.00 per hour

### Service Work Description:

Technical support and programing is based on a request for a programing or technical solution to a problem. This will be referred to as an **incident**. It is understood that you are purchasing the time to be applied to this incident and that this time might not be sufficient to complete a single incident. Please read the "*General Terms of Service*" for limitations and conditions.

1. All programing and technical consulting in this package is done remotely, via phone or email.
2. Any single **incident** will use a minimum of 15 minutes of time
3. All time is rounded up to the nearest 15 minute block.
4. An **incident** may include multiple responses for further information or clarification.
5. A summary of information can be provided via email as part of that **incident**. It will also record the time used.
6. If the **incident** requires more time than 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 abort or limit the scope of the incident or purchase another time block.

### Service Deliverables:

1. The completed programing or technical task.
2. Programing tasks may be first installed on a development server for review
3. At SonicSpider's discretion, other documentation or materials may be provided via email.
4. Installation requires additional time to that incident.

Note: The degree of accuracy in solving a programing or technical task will be limited based on the provided information. No assumptions can be made beyond the information available.

**Cost: \$450 pre-paid**