

SonicWebTech Work Description for Multiple 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.

Pre-Paid Rates.

In the real world of programming and application development, the cost of management, planning, design, accounting and other overhead functions can become a significant part of the cost you pay as a customer. Not all of these costs can be avoided, but there are some that can make a difference if you are willing to work with the limitations. These limitations help us minimize or eliminate accounting and management tasks associated with a more defined project process and focus our time completely on the programming or technical task. You have to be willing to provide more information promptly and pay for the time spent "planning, clarifying and qualifying" your project as part of our Diagnostic Packages.. You have to be more engaged in the process through our Dev Center and focus your communications and management through that system. Beyond our initial tests, you are also responsible for all testing and validation of completeness. Please read this document carefully as it describes those terms and limitations in detail.

General Conditions and Limitations

1. Hours are pre-paid as a block of hours at a specified rate.
 1. You add hours at the rate based on the number of hours purchased.
 2. If you have an ongoing project then we may set you at one of the special rates for all future time related to that project and ONLY that project. Certain conditions may apply.
 3. Minimum unit of time is 15 minutes.
2. All programing and technical consulting in this package is done remotely through the Dev Center. We accept communications via phone or email but those are not consider "official" and may not be included as part of your project and our responsibility to you.
3. All work is "time and materials". There is no proposal or other work description besides what you provide or is added in the Dev Center. This includes and is not limited by:
 1. Any information or descriptions provided via the Dev Center. Email, fax or postal mail is not included.
 2. Questions to clarify any ambiguities or inconsistencies in your specification as listed in the Dev Center..
 3. All consulting, requested research and documentation.
4. All tasks performed must be part of a written work description provided by you or listed in the Dev Center. (There may be several independent work descriptions or specifications active.)
 1. Any and all changes, additions or clarifications to your work description must be listed in the Dev Center and approved by all parties.
 2. Any and all oral discussions via phone is NOT part of the work description and must be enter in the Dev Center and approved by all parties.

5. Estimates provided are not binding. An estimate may be requested at any time. This estimate is our best guess based on the information at hand and is not a commitment to complete that task or project in that time frame.
6. All accounting of your project is in the Dev Center worksheet and is the official and sole document managing your project.

Description of Work Procedures:

Technical support and programming is based on a request for a programming or technical solution to a problem. This will be referred to as a **project** which is made up of one or more **tasks**. It is understood that you are purchasing the time to be applied to this **project** and that this time might NOT be sufficient to complete a that project. A block of purchased time may include many **tasks** or only one. Please read the "*General Terms of Service*" for other limitations and conditions.

1. Any and all **tasks** will use a minimum of 15 minutes of time
2. All time is rounded up to the nearest 15 minute whole block.
3. A task may include multiple responses for further information or clarification, all of which are part of the **project** and are "on the clock".
4. The Dev Center is the sole and complete accounting of your **project**, the requirements and the time used to complete all tasks.
5. If the **project** requires more time that allowed by your purchased time block, or it is found that there is no longer time to finish your request, you will be notified and the **project** will be put on hold. You can then choose: to abort or limit the scope of the **project** or purchase additional time at that the rate appropriate to the time you want to purchase (see 1.2 above in Conditions and Limitations).

Service Deliverables:

1. The completed programming or technical task and all files and code associated with that project.
2. Programming tasks may be first installed on a development server for review and testing.
3. At SonicSpider's discretion, other documentation or materials may be provided via email or posted on the Dev Center.
4. Installation on your hosting service, if requested, is counted as additional time to that project.
5. Your Dev Center account will remain active for the time specific for your service level, generally up to one year. You can log in at any time to view your project documentation and use the free resources provided.

IMPORTANT: The degree of accuracy in solving a programming or technical task will be limited based on the quality and completeness of the provided information. No assumptions can be made beyond the information available. There are no standard features or components. There are no assumptions beyond what is provided in writing in the Dev Center. All interpretations of written descriptions will be based on the most limited and constrained interpretation possible. Oral

conversations prior to beginning work or during work, do not alter, extend or add to a work description or the interpretation of that work description.

Rate Schedule

The following rate schedule is for general information only. It may not be current. Please request a current schedule.

Base Rate		\$103.00		
Hours	Base Rate	Discount	Discount Rate	Discount Total
1	\$103.00	5.00%	\$97.85	\$97.85
2	\$206.00	5.00%	\$97.85	\$195.70
3	\$309.00	10.00%	\$92.70	\$278.10
4	\$412.00	10.00%	\$92.70	\$370.80
5	\$515.00	10.00%	\$92.70	\$463.50
6	\$618.00	15.00%	\$87.55	\$525.30
7	\$721.00	15.00%	\$87.55	\$612.85
8	\$824.00	15.00%	\$87.55	\$700.40
9	\$927.00	20.00%	\$82.40	\$741.60
10	\$1,030.00	20.00%	\$82.40	\$824.00
11	\$1,133.00	20.00%	\$82.40	\$906.40
12	\$1,236.00	25.00%	\$77.25	\$927.00
13	\$1,339.00	25.00%	\$77.25	\$1,004.25
14	\$1,442.00	25.00%	\$77.25	\$1,081.50
15	\$1,545.00	25.00%	\$77.25	\$1,158.75