

SonicWebTech Work Description for Online Diagnostic Sessions

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Service Work Description:

The Online Diagnostic Session is a service for reviewing and diagnosing technical problems and providing advice and guidance, along with basic outlines of possible solutions. This diagnostic service is provided as follows:

1. All services are provided via the Online Discussion or Video chat format in the Sonic Development and Resource center (Dev Center).
2. After purchase, a consulting session worksheet will be created with a login.
3. The Online Discussion format allows you to ask questions and clarifications and the time required to respond by the WebTech is logged in the center.
4. Video chats via Google Hangouts, or a system provided by the you are also available and scheduled at a mutually convenience time. An outline of that discussion is logged in the Dev Center with the time required.
5. The minimum time use for any logged response is 15 minutes.
6. Once the allotted time is used up, the diagnostic session worksheet becomes un-editable but is still accessible for viewing or printing.
7. More time can be purchased in increments as small as 15 minutes and will re-open the session worksheet.

Service Deliverables:

1. One year membership to the Sonic Development and Resource center with all available resources.
2. Online documentation of diagnostic session.
3. At SonicSpider's discretion, other documentation or materials may be provided.

Note: The degree of detail of our responses will be limited based on the provided information. No assumptions can be made beyond the information available.

Cost: Pre-paid rate starting at \$97/hour

(Discounts available as more time is purchased)