

## SonicWebTech Work Description for Single Incident Programming Session

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.

### Service Work Description:

General technical support and programming is based on a request for a solution to a programming problem or advice needed to solve a programming problem. This will be referred to as an **incident**. It is understood that you are purchasing the time required to provide programming help and advice for a **SINGLE INCIDENT**. This help or advice will be provided to the best of the SonicSpider staff's ability. Please read the "*General Terms of Service*" for limitations and conditions.

1. All technical and programming support in this package is done via a support worksheet in the Dev Center.
2. Files that need may need to be worked on can be uploaded into the Dev Center or the FTP URL and login must be provided.
3. An **incident** time can not exceed 1 hour but on average will tend be 30 to 45 minutes or less.
4. An **incident** can only cover assistance on a single programming problem.
5. An **incident** may include multiple responses for further information or clarification using the Dev Center Discussion tool.
6. If the **incident** requires more time that allowed by this package or it is found that there is no longer time to finish your request, you will be notified, the incomplete information gathered at that point will be available through the Dev Center and support session will be closed. You can then choose: to do nothing further, purchase an extension, or upgrade to another Programming package.
7. The **incident** worksheet session expires after two weeks from initial request, unless SonicSpider indicates it needs more time to research the issue.

### Service Deliverables:

1. Dev Center worksheet that logs the incident and work performed.
2. 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.