

SonicWebTech Work Description for General Technical Support

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.

Specific Conditions and Limitations

1. Time management and additions
 1. All consulting time and support tasks are logged in the Dev Center. Questions about time used must be based on those logs.
 2. You can add time to the support session at any time. The system will provide appropriate discounts based on past purchases on that worksheet only.
 3. Minimum unit of time logged is 15 minutes.
 4. All technical support in this service is done exclusively through the Dev Center.
 1. Video conference or Remote desktop services can be provided as needed. The default video conference service is Google Hangouts and the default Remote desktop service is SimpleHelp. Recording of session is also available via Google Hangouts on Air, this must be specifically requested.
2. All support tasks are "time and materials" and NOT fixed bid. 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. There are no default or standard services or components. There can be no assumptions beyond what is explicitly documented in the Dev Center.
 5. The WebTech may repost email or log conversations from you into the Dev Center. These are then considered official unless you specifically respond to these posts IN the Dev Center.
 6. Any and all changes, additions or clarifications to your support description must be listed in the Dev Center and approved by all parties.
 7. Any and all oral discussions via phone or video chat is NOT part of the work description and must be entered in the Dev Center and approved by all parties.
3. 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 support task or project in that time frame.
4. All accounting of your project is in the Dev Center worksheet and is the official and sole document managing your project.

Service Work Description:

General consulting and technical support is based on a request for consulting or technical support to seek professional assistance on a technical issue. This request will be referred to as a **project** which is made up of one or more **tasks or sessions**. 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 projects goals. A block of purchased time may include many **tasks or sessions** or only one. Please read the “*General Terms of Service*” for other limitations and conditions.

1. Any and all **tasks or session** 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. Dev Center responses to questions for information or advice relating to Web Technology, PayPal or other eCommerce topics (Shopping Carts, web development or programming.)
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.