

websitemaintenance

Congratulations on taking the first step toward a higher quality website by selecting a website maintenance program. Your website is critical to the professionalism, credibility and long-term success of your business. Ongoing website maintenance adds years to the life of your website and provides your website user with the best possible experience.

After you have selected a plan, **Parker Web** will welcome you on board with an introduction to our team as well as an orientation of our systems. Throughout our relationship, **Parker Web** will strive to provide you with fast, proactive, knowledgeable, accountable and friendly customer service. We look forward to exceeding your expectations.



3

\$275/month includes
3 bankable hours.

5

\$450/month includes
5 bankable hours.

10

\$875/month includes
10 bankable hours.

Terms and Conditions

- **Bankable Hours:** Unused hours are stored for up to 3 months. Although rare because of the proactive nature of the Parker Web service, hours not used after 3 months are lost. Hours in excess of this monthly plan amount are billed at \$95/hr at the end of the calendar month. Hours immediately expire upon cancellation of any plan. Time is billed in 15-minute increments.
- **Basic Option:** A \$129/month plan is available that provides 1 bankable hour per month.
- **Online Ticket System:** Easy submission of requests via direct email to Parker Web. Your email generates a traceable ticket and enters into a queue for rapid completion.
- **Proactive Maintenance:** Parker Web monitors your website for optimal performance. Website systems unique to your website installation will require regular updates or maintenance. When critical in nature – such as a security patch or a version update – this work is done immediately and billed to your account. Non-critical items are presented as a ticket for your approval prior to work being completed.
- **Time Tracking:** Parker Web has a proprietary time accounting system that tracks all details of activities on your account. A report is available at any time upon request.
- **Contract Period:** We like to say we earn your business each and every month. Our plans are month-to-month and can be upgraded or downgraded at any time. There are no refunds for time purchased.
- **Rapid Response:** Parker Web's goal is a maximum two business day turnaround on a task requiring less than 2 hours to complete. Many times tasks are done within minutes of being requested. In-person or onsite work is not available.

New Account Setup

Please complete the following information. Additional information such as credentials to access your websites will be requested during setup.

Company Name: _____
 Primary URL: _____
 Additional URL: _____
 Additional URL: _____

Primary Contact Name: _____
 Primary Contact Phone: _____
 Primary Contact Email: _____

Billing Contact Name: _____
 Billing Contact Email: _____
 Billing Contact Phone: _____
 Billing Address: _____
 Billing City, State, Zip _____

Pre-payment is required for all work. Payment by credit card is preferred.

___ Hour(s) @ open rate (\$125/hr) **OR** select a monthly plan (overages billed at \$95/hr):

___ 1 Hour (\$129/m) ___ 3 Hour (\$275/m) ___ 5 Hour (\$450/m) ___ 10 Hour (\$875/m)

Card Type (circle one): VISA | MC | AMEX
 Credit Card Number: _____
 Expiration: ____ / ____
 CCV (3 or 4 digit security code): _____
 Name on Card: _____
 Card Billing Address is mailed: _____
 Card City State Zip: _____

ACH Option: Bank Name: _____ Phone #: _____

Acct No.: _____ Routing No.: _____ Account Type: _____

By signing below, I authorize Parker Media, Inc., DBA Parker Web Services to bill me for services, monthly plans or products purchased on my behalf. I have been provided Terms & Conditions and I agree to them. Note: all notices, invoices and receipts are sent via email.

Signature/Date: _____