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
$329/month includes
3 bankable hours.

5
$499/month includes
5 bankable hours.

10
$949/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 amounts are billed at $110/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.

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WEB SERVICES

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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 ACH is preferred.

___ Hour(s) @ open rate ($149/hr) **OR** select a monthly plan (overages billed at $110/hr):

___ 1 Hour ($129/m) ___ 3 Hour ($329/m) ___ 5 Hour ($499/m) ___ 10 Hour ($949/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: _____