



## Ongoing Website Support

Thank you for working with us to launch your new website! Your website has completed its free support period. For ongoing support, there are two options:

### ***Pay-As-You-Go:***

Support requests are billed at \$100 per hour, with a minimum of \$50 per incident.

### ***Park Pass Support Plan:***

Because we find it contrary to our helpful nature to bill you \$50 for a short consultation, we created a support retainer contract we affectionately call our Park Pass. This program is designed to sustain our ability to deliver you the kind of affordable and value-added support you are accustomed to receiving.

The Park Pass costs \$150 per quarter and includes up to three hours of support (a 50% discount). Additional support after three hours is billed at \$75/hour (a 25% discount). Billing is done at the end of calendar quarters. There is no carryover of hours from quarter to quarter.

You may use your Park Pass support hours for anything pertaining to your present site. Think of it as a 50% off coupon for three hours of work! Some examples of what the Park Pass covers:

- "I can't remember how to get a piece of content to show up on the front page."
- "I deleted X and didn't mean to. Can you get it back?"
- "Person X is no longer at this organization. I'm the new person; what do I do?"
- Help to embed code or buttons from third-party sites into your site: Facebook and Twitter widgets, maps, badges.
- Minor changes to the look or navigation.
- A consultative chat with one of our website strategists about how to make your website better.

New projects are quoted separately at our \$100 rate, but if you have an hour or two left in quarter you are welcome to apply those to the new project.

Of course, we will not bill you for website issues that we determine are our fault.

## Website Support Request Procedures

To request assistance with your website:

- Complete this form to alert us to which staff can request support for your site. Be sure to let us know about relevant staff changes in the future.
- Send an email to [support@triangleparkcreative.com](mailto:support@triangleparkcreative.com) with a description of the request. Include a contact name and phone numbers.
- Alternatively, you may also call us at our support phone number: 612.436.9183. Email is preferable as it will reach several people.

Our goal is to respond to you within a business day and, depending on the urgency of the request, have it resolved or work out a schedule with you.



## Website Support Registration Form

Please register at least one, but no more than four, people from your organization who are authorized to submit support requests.

Company name \_\_\_\_\_

Website(s) \_\_\_\_\_

Persons authorized to submit support requests:

Name	email	phone
1) _____	_____	_____
2) _____	_____	_____
3) _____	_____	_____
4) _____	_____	_____

## Choose a Support Payment Option

### **Park Pass Support Plan**

We agree to the charge of \$150 per quarter for 3 hours of support time, plus \$75 per hour for support time that exceeds 3 hours per quarter. We understand there is no carry over of unused hours to a new quarter.

We understand this contract renews automatically at the end of each calendar quarter until we notify TPC of our intent to cancel the Park Pass Support Plan. Billing will occur at the end of calendar quarters and will be paid within 15 days of receipt of invoice.

Authorized company representative \_\_\_\_\_

Position \_\_\_\_\_ Date \_\_\_\_\_

### **Pay-As-You-Go**

We understand the procedures for submitting website support requests to Triangle Park Creative and understand support request will incur fees of \$100 per hour to resolve, with a minimum charge of \$50 per case.

Authorized company representative \_\_\_\_\_

Position \_\_\_\_\_ Date \_\_\_\_\_

*Fax completed form to 612.692.8563 or email dan@triangleparkcreative.com (phone: 612.436.9177)*