

Support Service Level Agreement

I. Technical Support

Bizography will provide technical support for client inquiries. Support request can only come from a client, client's employees or an authorized contractor of the client. **All support requests should be submitted via e-mail to support@bizography.com. All requests should have a Contact Name, Contact e-mail address, phone# and nature of support request. (Please be specific).** Technical Support request will be monitored 24 x 7 and we will provide an acknowledgement of the request immediately and an ETA for a resolution to your response within 24 hours via e-mail. Telephone support follow-up will be made by a Bizography's support staff regarding a support request between 9:00–5:00 M-F EST on an as needed basis. E-mail follow-up will happen after 5:00 pm and on weekends.

Technical support is also provided via fax at 678-254-4004. **All support requests is handled on a first come first serve basis.** Emergency support request always have first priority, which may change your ETA for resolution of your support request.

Emergency Support

In the case of an emergency (**website down, e-mail system or database server down**) please call 770-343-6569 and leave an urgent message or dial 911 and leave a message. Telephone support is available 24 x 7, 365 days a year. Any emergency support issues not one of the above three issues will be charged a \$100 one-time fee.

II. Updates

Small Enhancements- are categorized at small text changes, link changes, or uploading or downloading a photo in the body of a website. These requests are \$75/hr. The goal is to address these issues in 24-72 hrs.

E-commerce, Database, Flash/Multimedia, Graphic Editing , Enhancements- Update request regarding databases, shopping carts, graphic editing changes, flash/audio/video request are \$85/hr to \$100/hr. for changes/updates depending on the nature of the request. The goal is to address these issues in 24 to 96 hrs.

III. Website Hosting Support

All clients' websites will be hosted on a Bizography web server. Configuration of the server will be managed by Bizography, Inc. Bizography guarantee's a 99.99% uptime of all websites. The website will be backed up daily and a weekly backup for rollback capabilities. Any upgrades to web hosting environment will be done on an as needed basis and may require additional fees from the client in order to satisfy quality uptime. Clients will be notified of any additional fees.

E-mail- 25 web-based and POP-3 e-mail accounts are available to all clients.

Unlimited email forwarding/aliasing & autoresponders are available for all e-mail accounts. Clients will be responsible for administering their e-mail accounts.

Web Stats- A dedicated website with real time website stats are available for all accounts hosted by Bizography, Inc. You must be a website marketing client in order to receive this service.