



Standard Support and Maintenance Service Policy

Orbit Media Studios, Inc.

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Orbit's Support team is fully committed to prompt and valuable assistance for any issue. Issues will be resolved in a reasonable time frame or escalated to a Relationship Manager or Strategist.

Support Services Include:

The Client should contact **Orbit Support** for the following services:

- Edit, revise, or update page and product content including text, images and SEO related content.
- Edit, revise, or update templates on existing website pages
- New web page and email templates based on existing design
- Modifications and minor enhancements to existing functions, forms and features on the existing website
- Consultation, guidance, and training on the use of the website and Content Management System
- Google Analytics Support
- Google Webmaster Tools Support
- Google Local Business Support
- Support of third party tools and applications used on the website and integrated by Orbit (i.e., WordPress, Drupal, Constant Contact, Flickr, jQuery, etc.)
- Support of third party tools and applications not integrated during the website development by Orbit (i.e., WordPress Version Upgrades, WordPress Plug-Ins, Drupal Version Upgrades, Drupal Modules)
- Updates required to websites due to incompatibilities with new browsers and new browser versions

Access and Authorization

To provide necessary services, Orbit will need to access and authorization to the following:

- Web hosting account
- Mighty-Site®, Drupal or WordPress
- Domain Registrar and DNS (if applicable)
- Social Media accounts (i.e. Facebook, Twitter, etc.)
- Google Analytics
- Vidder Analytics
- Third Party Tools and Applications (i.e. Constant Contact, Flickr, etc.)
- Google Local Business
- Google Webmaster Tools



Service Levels & Process

The Client will use the simple process outlined below for submitting and escalating support issues.

How to contact the Support Team:

1. Submit your Support request on the form at orbitmedia.com/support
If you are on a mobile device or just don't like the form, email us at support@orbitmedia.com
Or Call us at **773-353-8314**
Note: All submissions and voicemails will be delivered via email to all support Orbiters.
2. You will Receive a confirmation response from our Support team (See "Confirmation Response Time" section)
3. Escalate the request, if necessary
If your requests are not addressed to your satisfaction, call your Relationship Manager, escalate the request by contacting Barrett (barrett@orbitmedia.com) (773) 353-8303), or contact anyone that you know at Orbit.

Request Types - Definitions & Examples

Requests typically fall into one of these four categories:

1. **Emergency** - Any serious problem with the website.
 - The website is down
 - Ecommerce errors
2. **Technical Issue** - Any problems with the website not performing as it was originally developed.
 - A form is broken
 - Page contents do not display as designed
3. **Support Request** – Any requests for assistance in explaining or using the website or tools provided by Orbit
 - "How to" questions
 - Mighty-Site®, Drupal and WordPress assistance
 - Content changes to the website not possible with the content management system
4. **Maintenance Issue** – Any issue or request that involves minor modifications to the website
 - WordPress and Drupal upgrades or module installation
 - Website maintenance needed due to issues from new browsers
 - Edits, revisions and modification listed in the "Support Services Include" section



Service Levels & Process (continued)

Confirmation Response and Resolution Time

Request Type	Weekdays 8am-10pm CST	Weekends & Holidays 8am-10pm CST	Resolution Timeframe
Emergency	30 minutes	1 hour	ASAP
Technical Issue	2 hours	4 hours	1-2 business days
Support Request	4 hours	By 9am CST Next Business Day	1-4 business days
Maintenance Issue	1 day	By 9am CST Next Business Day	3-5 business days

*Responses to non-emergency requests received after 3:00pm CST may be delayed until the next business day.
Responses to technical issues on weekends and holidays received after 6:00pm CST will likely be delayed until the following morning.*

Cost and Terms

Orbit charges \$135 per hour in 30 minute increments for all support and maintenance services in this policy. Orbit will use its own discretion to charge for issues resolved in less than 30 minutes. There are no charges incurred by Orbit to fix something that is broken due to errors and omissions on the part of Orbit. Otherwise, the Client will be notified that charges will be incurred to handle the request before the work is started. For larger requests, Orbit will propose a cost estimate for approval as described in the “Additional Services” section of this document.

Orbit assumes to be the sole provider of maintenance services for the website. If a party other than Orbit makes changes to the website, any errors will be repaired as “Additional Services”.

Additional Services

The “Services NOT Included” section above outlines examples of work considered to be “Additional Services.” An Orbit Relationship Manager or Salesperson will advise the Client on any requested “Additional Services” work and provide a proposed approach, costs, and timeline. Example services include:

- Website redesign
- New functions, features, design and development
- Web Marketing Consulting

Orbit and the Client may discuss a custom Support and Maintenance Agreement to allow for adjustments to the level of service that supercedes this document.