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## Symbiosis Creative Support Plan Agreement

**Symbiosis provide clients (6) six month complimentary technical support from date your website launched.** If your system has operated beyond our complimentary support time frame, please subscribe to our support plan.

### PREPAID SUPPORT PLAN\*

Our prepaid support plan provides (10) ten hours of technical support. You can use support hours any time within a two year time frame. Our support plan provide following services:

- Troubleshoot and adjust website or management system
- Train your staff on system operation or answer any technical questions
- Communicate with hosting facility to resolve certain hosting issues\*
- Transfer your website between hosting facilities
- Phone or onsite consultation



Prepaid Support Plan: **\$850.00** (10 hours of support)

*\* Support hours are valid for two years from date of your subscription. Symbiosis Creative shall only support software we developed. Symbiosis Creative is NOT responsible to service interruptions, communication failure, human errors, unauthorized access, bandwidth congestion or loss of data caused by your hosting facility. Please contact your hosting facility for hosting related issues.*

Name: \_\_\_\_\_ Company: \_\_\_\_\_

Telephone: \_\_\_\_\_ Card Type: \_\_\_\_\_

Card Number: \_\_\_\_\_ CVC: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ Name on Card: \_\_\_\_\_

Billing Address: \_\_\_\_\_

*I hereby authorize Symbiosis Creative to charge its fees for Support Plan to the foregoing credit card, and I warrant and represent to Symbiosis Creative that I have the power and authority to grant the authorization contained herein.*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

PLEASE FAX APPROVED AGREEMENT TO (323)843-9427. If you have any question regarding this agreement, please contact us at (818)291-6476 or [eric@symbiosiscreative.com](mailto:eric@symbiosiscreative.com)