



TECH SUPPORT PACKAGE

FOR HOSTED & REGULAR CLIENTS





STOP THE HEADACHES

— BEFORE THEY START —

OUR TECH SUPPORT PACKAGE IS HERE!

Cityhosting & FPM3 are excited to announce that by service demand, we have created a comprehensive website tech support package! This package will ensure your site will be online and fully functional regardless of any changes to the world wide web platform. If for instance you update your web site and happen to make a mistake that breaks the site, this package is absolutely necessary to guarantee any catastrophe will not temporarily jeopardize your business. The Cityhosting & FPM3 tech support package provides peace of mind and support, should any problems arise with your site beyond the initial 30 and 60 day coverage period.

NO QUOTES NECESSARY, JUST A QUICK CALL TO YOUR ACCOUNT COORDINATOR.

PACKAGE FEATURES:	12 HOURS OF TECH SUPPORT/PER YEAR \$9.99 /MONTH (*WITH A TWO YEAR AGREEMENT)
VIRUS/MALWARE Virus, malware or blacklist issues reported by the client (these may include hacking of site, Google malware warnings on website, website disappearing, submitting reports to clean lists, white or black listings of IP, etc.)	 **As hours are available
BANDWIDTH OVERAGES (for hosted clients only) Overuse of bandwidth due to increased, unexplained traffic (FPM3 will advise the client where the traffic is coming from and what type of traffic it is in order to help resolve the situation).	Unlimited
DISK SPACE OVERAGES (for hosted clients only) Overuse of disk space due to large amounts of email or website files not being cleared out (FPM3 will advise the client what account is full in order to help resolve the situation).	Unlimited *Please note, Cityhosting will advise clients regularly delete mail to free up space.
TECH SUPPORT FOR USER ISSUES Accidental breakage anywhere on your site or webpages due to improper file uploads or deletion, text editing, image editing, adding pages, changing any elements or settings, etc. This is for when you need your problem fixed immediately!	 **As hours are available
TECH SUPPORT FOR E-COMMERCE ISSUES Accidental breakage anywhere in your shopping cart or product webpages due to improper file uploads or deletion, text editing, image editing, adding pages, changing any elements or settings, etc. This is for when you need your problem fixed immediately!	 **As hours are available
WORDPRESS VERSION UPDATES Highly recommended to be done by us due to risk of breaking crucial elements in your site, these updates keep your website optimized, secure, running properly and up to date as the WordPress technology advances.	 Up to 3 updates per year if applicable and as hours are available

★ **Only applicable to websites built by Cityhosting or FPM3. Applicable after the initial 30 or 60 day warranty period from site launch.**
 * Conditions: Valid credit card required. Will be charged on the 1st of each month for the duration of your agreement. Package may renew once 12 hrs are used. Optional 1 year agreement available for \$12.99/month (plus applicable taxes).
 ** Once all hours are used, package may be renewed with an extension fee up until renewal date. 2 hour extension is \$19.98 (plus applicable taxes), 4 hour extension is \$39.96 (plus applicable taxes), 6 hour extension is \$59.94 (plus applicable taxes, and are to be paid in full at the time of request).



TO LEARN MORE, CONTACT YOUR ACCOUNT COORDINATOR TODAY AT **1.866.840.2141**

DON'T FORGET TO ASK ABOUT: CITYHOSTING WEBSITE TEMPLATE PACKAGES