



Internet enabled business strategies

Ongoing Support

Just because your web site goes “live”, doesn’t mean we have to end our relationship. Ongoing support is available from tsgWebPlus.

First: let’s get one thing straight ... (the free stuff)

- **Support** (questions) always no charge. If you have a question, we want to help. We don’t want you struggling with anything. Period!
- **Bug fixes** – always no charge. No matter when it pops up – if there is a bug – we’ll fix it. No “ifs”, “ands” or “buts”. ‘Nuff said.
- **Unlimited training** hours within the first 3 months of web launch.

Second: the dreaded hourly charge: \$100.00

Third: Our Retainer Plan (it’s convenient, flexible and saves bucks)

A predetermined amount of hours will guarantee a predetermined discounted dollar amount.

- Good: we offer a discounted hourly rate for retainer subscribers.
- Bad: like a retainer, use it or lose it. The dollars are due whether you use the time or not.
- Good: you determine the monthly block of hours you’d like.
- Bad: if you go over your monthly block of time, we start charging the dreaded hourly rate.
- Retainer Hint: choose your monthly block wisely J
- Good: use your time for anything you want (eg, page changes, new pages or graphics, training, consulting, e-newsletters, e-marketing, etc).
- Bad: well – not that bad. The minimal retainer subscription is 3 months.

We offer various Retainer Plans:

- One hour/month plan: \$82.80
- Two hours or more/month plan: \$75/hour
- Semi-annual plan: pay 5 months in advance – get the 6th for free.
- Annual plan: pay 10 months in advance – get the 11th and 12th for free.

More good news: no matter what plan you get, you also get (at no extra charge):

- Monthly web site backup*
- Monthly web site visitor/usage report *
- Cpanel assistance *
- Web editor upgrades (as available and appropriate)

* Linksky web hosting clients only

Imagine your own personal web master, web-lackey, e-marketing consultant, and general web guru for under \$5 a day. And you get monthly visitor/usage reports and site backups to boot (worth the price of admission alone).

We can’t think of a better way to protect your investment AND keep your web site lively, current and interesting. If we could – we would have included it in our Retainer Plan.

Stand out from your competition.