

WEBSITE MAINTENANCE & SUPPORT PLANS

The following table provides information to help you choose the appropriate support plan. If you have any additional questions or require assistance, please contact your sales representative.

Program Offering	Bronze	Silver	Gold	Platinum
1.Phone Support (M-F 10am~5pm)	● On-call Support*	●	●	●
2.Email Support	●	●	●	●
3.Data Backup (up to 1 GB data and 3 data base)		● 1 backup per month	● 3 backup per month	● 6 backup per month
4.Website Update, Bug Fix and Adjustment		● Up to 4 hour	● Up to 7 hour	● Up to 10 hour
5.Data Recovery			●	●
6.Emergency and 24 x 7 hour support				●
7. Website Health Check				●
Pricing	—\$250/mo FREE	\$450/mo	\$650/mo	\$950/mo

Response Time: Our goal is to respond to support questions within one business day, and in practice our responses are generally much faster than this. However, we cannot promise or guarantee any specific response time.

Plan Term and Renewals: All Support is purchased on an annual basis. Service begins the day we charge your credit card or invoice you for the support plan, and terminates the previous day of the year, one year later. This period of time is called a "plan year". For example, if your order is processed on September 5, 2010 then your plan year ends on September 4, 2011, unless the plan is renewed prior to that date. Renewal rates may be changed from time to time by Lotus Web Studio at our discretion.

*** On-Call Support:**

We offer on-call technical support for Email issue and website update for \$25 per 15 minutes ~ \$35 per 15 minutes for emergency support.