

### **SUPPORT GUIDELINES**

1. **Office hours:** M-F, 9 to 5pm (cst). All federal holidays are observed.
2. **Service Response:** Email and voice mail will be replied to within 24 business hours
3. **Support contact:** 1-866-243-7115 or [Support@websiteperfect.com](mailto:Support@websiteperfect.com)

### **CHANGE REQUEST PROCEDURES**

1. Customer may utilize up to 2 hours of free maintenance each month.
2. Change request must be submitted via our support system at:
  - <http://websiteperfect.helpdeskconnect.com> – you must obtain a ticket number
3. Number each item and identify the page. Be specific and concise. Use action words such as: Replace, Add, Insert, Delete. For example:  
  
*(i) About Us page:  
Replace first paragraph: “XYZ...” with “ABC...”*  
  
So that we avoid making any mistakes, be sure to provide us with the entire paragraph to be replaced, not fragment of a sentence or paragraph.
4. Only one open change request at a time. Please wait until we complete your current change request before submitting another one.
5. Only one type of changes per ticket (e.g. website changes should not be commingled with email setup requests)
6. A change request is only valid when there is an agreement on what needs to be changed.
7. The effective date of the change request is the date of when there is an agreement on what needs to be changed, not the date the request is submitted
8. Monthly free maintenance allowance is limited to text changes; it does not apply to design, layout, programming, or functional changes.
9. Monthly free maintenance allowance is good for the month and cannot be accumulated or borrowed from another month.
10. In you need to speak with a project manager, please call 1.866.243.7115 and schedule a time for us to discuss your request in more detailed.