



## support agreements

Every web site requires ongoing maintenance, updates, and professional support. NetReach will be available for your continued site support needs such as web design, programming, consulting, training, and technical support. Purchasing a separate work order for every change to your site can be very costly and time-consuming. We offer four levels of support packages to suit your needs, each with a progressively greater savings in hourly cost.

Benefits of our support agreements:

Pre-purchase of support hours at discounted rates

Faster turnaround time

Maintenance of a live development environment for your project

Decreased per-incident minimums

Flexible use of purchased hours throughout the contract term

Contact a NetReach sales executive at (215) 283-2300, or at [sales@netreach.com](mailto:sales@netreach.com), to sign up today.

---

PACKAGE	BASIC	BRONZE	SILVER	GOLD
Hours	10	25	50	100
Per-incident minimum	1 hour	1 hour	1 hour	1 hour
Price	\$1,400	\$3,200	\$6,000	\$11,500

Includes: Graphic design, HTML updates, patches, debugging, programming, database updates.

Cannot be used for new site construction or large development projects.

Expiration: Support agreements expire after 1 year. Unused hours expire at end of term.

---