BLACKSONVILLE COMMUNITY NETWORK
Technical Support & App Maintenance Services

Blacksonville Community Network (BCN) offers a wide range of technical support, web/mobile maintenance, and digital media services. Our maintenance services will free you and your staff to concentrate on core business activities while we maintain and monitor your web site.

Support Contact Information
Please feel free to contact us any time you have a question or any concern with the performance of your mobile app. You have direct access to your account and password. We will be happy to address any technical support issues. Please allow 24 hours for a response unless you indicate a quicker response is needed.

New Estimates/Orders: blacksonville@gmail.com / www.blacksonville.net/
Contact a Live Specialist by phone Monday - Friday from 9am - 6pm EDT

Basic Support Plan – $500.00 per year (50% discount for not-for-profits/faith-based)
- **Site Performance and Error Fixes:** This service includes site updates, add-ons and technical errors caused by faulty programming that may cause your web site or mobile app to malfunction or generate Internal Errors. We also will assist in custom development request to expand site functionality.

- **Hosting Support:** service includes responding to issues or problems with Web server, database server, email server, and any other server issues conflicting with your app. Web hosting support is free for all active accounts.

- **Information Systems Management:** we customize individualized training for you or your staff to learn how to navigate the internet and how to incorporate key applications into your business model.

Premier Support Plan - $1200.00 per year
The Premier Support Plan includes additional technical support we consider vital to corporate online businesses, and necessary to protect data and to help prevent major site issues from functioning properly. This plan includes above service levels, in addition to:

- **LIVE Daily Site Monitoring, Performance and Support**
  At BNC, we keep up to date backups of the most recent version of the files located in the document root of your site. We perform regular backups on a daily basis with occasional non-schedule backups to capture recent content changes requested or approved by customers. This level of support adds an extra layer of protection to your emergency/disaster recovery strategy. *(Ask about our Directory & E-file Management Solutions).*

- **Social Media Marketing, SEO and Push Notifications:** This plan requires thorough consultation before implementation with the Client. We will help promote and market your website or mobile app and assist with developing new strategies for higher placement in the MetaVerse, Play Store and Search Engines. We also provide reports on your app analytics, web traffic and stat reports upon request.

Technical Support

- **Plan Review:** Each month you receive up to two hours of maintenance to any of the current active pages displayed on **Company Site** (please allow up to 72 hours for updates). For optimal service it is best we agree on a schedule for anticipated updates to ensure we are available to service your request in a timely fashion. Time does not accumulate from month to month, nor does it include fixing any client-side errors.

  This service will continue as long as you are hosted or have a maintenance agreement with us, but it is limited to changes that do not require app functionality, or modification of the layout or re-design. If your update request requires more than two hours per month, or requires major changes to the app layout/design, we will notify you before work begins and bill you for the work we anticipate beyond two hours per month up to $100/hour to complete the work.

- **Training and Consultation:** Service includes phone and email updates concerning maintenance of your web site. Face-to-face training is offered by appointment only on an hourly basis.

Emergency Support

BCN will provide support on weekdays during our normal business hours. Emergencies as defined below will be supported directly by the Technical Support department. For special service, you will be provided with a direct contact number for your support representative. Emergency support may incur a 50% markup over the regular cost of the support case. Billable emergency support time will include all of the time it takes to address the emergency issue including time for telephone, email, electronic, onsite and other support provided during non-business hours. ** _Emergencies that we will respond to are defined as:_

- My app is not showing up on my Android - My mobile app needs updating. - I can't access my account. - How do I download the app from app store?	- I'm having problems downloading the app on my phone. - How do I pay an invoice? - Can I receive an account ledger?	- I need to add new products. - I need marketing support for a Newsletter. - Our logo needs formatting.

End-user Agreement

As previously mentioned, we have provided direct access to the web application by way of a secure username and password. If permitted, we are not responsible for anyone who uploads content that may be illegal, offensive, obscene or contains nudity. We ask that you don't upload any 3rd party material without permission of the owner's consent. Anyone who uploads such material may be subject to penalties, fines and prosecuted under the U.S. federal court system of law. We agree to offer support on any mobile app-related issue that does not include problems caused by operator error or known problems that cannot be addressed immediately, such as transferring data.

If you agree with the terms mentioned above, an Invoice will follow. Please sign below for final approval.

I have read and understand the policy:

☐ I agree   ☐ I don't agree

_____
Blacksonville Representative (Print Name)

_____
Client Representative (Print Name)

_____
Blacksonville Representative (Sign Name)

Date:

_____
Client Representative (Sign Name)

Date: