# Support and Maintenance Policy

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Email nb@webworthi.com with the website address, desired change, affected page and any important date. Avoid sending account passwords or payment details.

## 1. Support targets

Business days are Monday through Friday, Pacific Time, excluding applicable holidays. Initial response means acknowledgment or triage. Update targets run from receipt of sufficient materials and access. Critical incidents receive priority across packages. Complex work receives a separate estimate. These targets do not promise 24/7 support, guaranteed uptime or immediate resolution.

## 2. Included updates

Text, images, hours, pricing, services, minor layout adjustments, eligible pages, existing forms and SEO tweaks may use the allowance. Record actual minutes spent implementing, testing and communicating directly about requested changes. Time starts with work on the request. Routine maintenance and corrections to Webworthi-caused errors do not consume the allowance. Hours reset monthly without rollover.

## 3. Additional scope

Separate estimates may apply to redesigns, custom applications, e-commerce, complex CRM integrations, bespoke booking, extensive content, photography, major data migrations or advertising. Stop before exceeding scope or allowance. Additional website work is $100 per hour with prior written approval of scope and estimate. Additional migration assistance is separately quoted. Approve third-party expenses separately. Enterprise has no fixed page limit within the agreed scope and includes 20 update hours each month.

## 4. Incidents and accessibility

Verify the affected site, triage impact, check vendor status and recent changes, communicate the recovery plan and test critical paths after restoration. Report accessibility barriers through the support email. Webworthi targets WCAG 2.2 AA in design and reviews reported issues.

| Package | Initial response | Routine updates | Monthly hours |
|---|---|---|---|
| Standard | 1 business day by email | 2 business days | 2 |
| Premium | 1 business day by email | 2 business days | 5 |
| Enterprise | Within 1 business day by priority email | 2 business days | 20 |