



Attention: All New and Existing Clients:

WebCoUSA Enterprises will be initiating some new companywide policies and procedures effective January 1, 2010. These policies will enable us to provide better customer service for you. The new policies will be listed below:

- 1) Our operating hours will be as stated below:
 - i) **Walk – In:** Normal Business Hours Listed Below
 - ii) **Phone:**

Monday-Friday	8 AM to 5 PM
Saturday	CLOSED
Sunday	CLOSED
 - iii) **Email:** 24/7 Support (The easiest and quickest way to get in touch with us)
- 2) All requests for website updates and/or maintenance will need to be submitted by emailing us at SUPPORT@WEBCOUSA.com. This will help us keep all requests for updates in the order that we receive them.
- 3) To prevent interruption and/or delay in your website hosting/services a billing method will be required to be on file from this point on. We accept Credit and Debit cards and will require a Signed Authorization form allowing us to charge for all Products and/or Services rendered. If you are a Tradebank Client we will need your Tradebank Account Number before work is started as well. We accept Mastercard/Visa/Discover and Checks as a form of payment. For those of you who wish to opt out of this requirement you can purchase blocks of time in increments of 1, 3, 5 or 10 hours at a time. Please contact us for pricing as it is discounted for the more you buy.
- 4) All work started or completed by WebCoUSA will be billed at our hourly rate specified in your Website Design Contract with a minimum of ONE HOUR. After the first initial hour, work will be charged in 15 minute increments. (Example: 1 ¼ hours at \$65.00 per hour would be \$81.25 plus applicable sales tax.)
- 5) All requests for images/artwork/source code will need to be submitted to WebCoUSA in writing authorizing us to release your information and or material to the stated individual you choose. There also may be a \$10.00 to \$25.00 administrative fee for releasing the said material.
- 6) All accounts that are past due are subject to temporary account suspension without notice until the account is brought back up to date and current. In the event that your account is suspended, there will be a \$15.00 re-activation fee along with any other fees as stated in your Website Design Contract.
- 7) All text material that is provided for updates needs to be in some form of digital format such as Word Document, PDF, Notepad, and Text File. All images provided needs to be in a JPG, GIF, PNG, AI, EPS, or TIFF format. Any items that are not provided in the requested formats may be subject to our hourly fee as stated in your Website Design Contract.
- 8) Any misuse of hosting or Email services such as spamming or overloading the servers with excessive Email use will be subject to account suspension. This will help us protect the integrity of our servers and control downtime due to server abuse.
- 9) If you have a website or domain name with us, please keep us up to date with your current contact information, as it is required by law and ICANN. If we are caught in violation your domain names are subject to suspension not by us but by ICANN.
- 10) Any technical support issue in person or over phone may be subject to our hourly rate, if the problem is not on our end.
- 11) All types of full color printing such as business cards, postcards, brochures, letterheads, and so on must be Paid Up Front before they are sent to be printed or designed.
- 12) All policies and procedures stated above are *subject to change* without prior notice.

I hope everyone can understand why the new policies above are going to take place. If you have any questions at all, please do not hesitate to call us and we will help in any manner possible. Attached to this is a Credit Card Authorization Form along with other documents. Please look over and complete what needs completed. You can email all documents back to INFO@WEBCOUSA.com or Fax them to: 866-653-9704.

Thank You,
Mickey Trivett



Blocks of Time (Pricing)

Our clients purchase blocks of time for marketing and maintenance services. This pay-as-you-go approach is affordable and gives ultimate flexibility, allowing us to serve you on a weekly or monthly basis, as your needs grow and evolve.

Time Block	Prepaid Discount	Hourly Rate	Total Cost
1 hour	--	\$65.00/hr	\$65.00
3 hours	\$5.00 off Per Hr.	\$60.00/hr	\$180.00
5 hours	\$10.00 off Per Hr.	\$55.00/hr	\$275.00
7 hours	\$15.00 off Per Hr.	\$50.00/hr	\$350.00
10 hours	\$20.00 off Per Hr.	\$45.00/hr	\$450.00

Blocks of time do not expire and they are non-refundable.

Blocks of time are used for:

- * Graphic & print design
- * Page layout
- * Interface design
- * Information architecture
- * Site mapping
- * CSS coding
- * Usability & accessibility testing
- * Front-end programming
- * Back-end development
- * Database development
- * Flash design
- * Image editing/production
- * Photography
- * Project management
- * Client meetings
- * Writing and editing copy
- * Ongoing website maintenance
- * Search engine marketing (SEM)
- * Search engine optimization (SEO)
- * Geo-targeting / Google AdWords setup
- * Phone training (how to manage website)
- * Email marketing maintenance
- * Social media setup (Facebook, Twitter, You Tube, etc)



Credit Card Authorization Form

Please print out this form and mail, fax or email to:

WebCoUSA Enterprises

506 West Oakland Ave., Johnson City, TN 37604

Email Address: info@webcousa.com or **Fax Number:** 866-653-9704

Customer Name: _____

Website Name: _____

Cardholder's Name: _____

Type Of Card:

DISCOVER VISA MasterCard Tradebank

Card Number: _____

Expiration Date: _____ CVC Code (3 or 4 digit number on back of card) _____

BILLING ADDRESS (this address must match the credit card billing address exactly):

STREET: _____

CITY, STATE & ZIP: _____

Telephone: _____

Fax: _____

E-Mail: _____

I verify that all information is correctly provided, and that I, the undersigned, am the card holder of the above credit card. I further verify that the signature below is my signature as indicated on the reverse of the above indicated card.

I hereby authorize WebCoUSA Enterprises to charge my indicated credit card, without an imprint for all Products and/or Services rendered from this point on. I understand that I will receive an Invoice for the amount that will be charged 24 hours prior of any charges taken place.

I understand that WebCoUSA Enterprises still reserves the right to request the front and back copy of my card, and/or of my driver's license should further verification and authenticity of the cardholder be required.

Payments received for the sale of Products and/or Services Rendered by the stated credit card above constitutes acceptance of this agreement. Cardholder also agrees not to request any charge backs on the credit card until any disputed matters are resolved with WebCoUSA Enterprises.

Your completion of this authorization form helps us to protect you, our valued customers, from credit card fraud. All information entered on this form will be kept strictly confidential by WebCoUSA Enterprises.

CARDHOLDER'S SIGNATURE: _____

DATE SIGNED: _____



Block of Time Option - Credit Card Authorization Form

Please print out this form and mail, fax or email to:

WebCoUSA Enterprises

506 West Oakland Ave., Johnson City, TN 37604

Email Address: info@webcousa.com or **Fax Number:** 866-653-9704

Customer Name: _____

Website Name: _____

Cardholder's Name: _____

Type Of Card:

DISCOVER VISA MasterCard Tradebank

Card Number: _____

Expiration Date: _____ CVC Code (3 or 4 digit number on back of card) _____

BILLING ADDRESS (this address must match the credit card billing address exactly):

STREET: _____

CITY, STATE & ZIP: _____

Telephone: _____

Fax: _____

E-Mail: _____

I verify that all information is correctly provided, and that I, the undersigned, am the card holder of the above credit card. I further verify that the signature below is my signature as indicated on the reverse of the above indicated card.

I hereby authorize WebCoUSA Enterprises to charge my indicated credit card, without an imprint for the Block of Time Package (state package here) _____ for the amount of \$_____. I understand that I will receive an Invoice for the amount that will be charged 24 hours prior of any charges taken place. See Attached Documentation for pricing and information.

I understand that WebCoUSA Enterprises still reserves the right to request the front and back copy of my card, and/or of my driver's license should further verification and authenticity of the cardholder be required.

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Your completion of this authorization form helps us to protect you, our valued customers, from credit card fraud. All information entered on this form will be kept strictly confidential by WebCoUSA Enterprises.

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