Third Sun Annual Support Agreement

Third Sun empowers you to manage and edit your site – at whatever level you are comfortable – through trainings, email support, and resources. Our annual support agreement is designed to provide you with the help you need as well as offer technical support for your website and maintenance, all at a price that is reasonable and affordable.

Third Sun provides a number of services behind the scenes to protect your website from hacks and malware. These efforts and measures keep your site running smoothly, but more importantly, protects your data, your clients' financial details, and other personal and sensitive info.

Annual Support Includes:

EMAIL SUPPORT
Send an email to **support@thirdsun.com** anytime with questions – editing and adding content, using images, managing users, and everything in between. We try to answer all non-critical questions within 1-2 business days, but are usually much quicker.

If you have a critical or time-sensitive issue (like your website is down), be sure to let us know in the subject line of your email.

SOFTWARE UPDATES
We keep Joomla and third-party plugins updated, patched, and secure.

SOFTWARE LICENSING
We maintain and pay for developer licenses for third-party plugins and components.

PEACE OF MIND
Did your site get hacked? It can happen (but luckily, it's really rare)! If it does, we'll scan for malicious files, clean it up, and recommend next steps for site security. Note that if your site is hacked due to circumstances beyond our control, additional fees may apply.

FIREWALL, SECURITY, MONITORING, AND BACKUP ADVISING
We install a software firewall on your site and provide real-time site monitoring. We can also provide a site backup scheme if your web host doesn't provide one, or if you want an additional off-site backup for your own peace of mind.

ONGOING GROUP TRAINING
We provide group training opportunities throughout the year on general Joomla issues as well as other topics like content creation, images, and branding. Trainings are free or have small fees for clients with current support agreements.

ACCESS TO TRAINING RESOURCES
We maintain a knowledge base, aka Help Docs, with screenshots and video tutorials for common issues and questions.

DISCOUNTED HOURLY RATES
Clients with support agreements enjoy a discounted hourly rate for additional services outside of the support agreement. Services might include additional training, site features or functionality, content creation, branding, and graphic design.

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Annual Support does not include:

• Web hosting or email hosting

• Content creation or web content updates

• Additional site features or functions

• Photo editing + graphic design

• Consulting with client's hired consultants (SEO, marketing, sales, etc.)

• Additional 1-on-1 training (beyond initial website training when things go live)

• IT or computer support

• Some backup options may require additional services or fees

We are happy to assist with any of these needs at our current billable hourly rate (depending on the service requested) or provide an estimate for these additions. Just let us know!

EMAIL US: support@thirdsun.com

Can I opt out of support?

WHAT IF I DON'T MAINTAIN SUPPORT WITH THIRD SUN?
Most clients appreciate that our support agreement creates peace of mind and an affordable way for our Third Sun team to assist you and your staff with timely turnaround and fast response time.

That said, if you decide to opt out of support, here are the issues to consider:

JOOMLA SOFTWARE UPDATES & HOSTING
Joomla updates are vital to keeping your website secure and up to date. Outdated sites are more likely to be hacked or have other security and compatibility issues. For security reasons, we cannot allow out-of-date installations on our servers.

If Third Sun manages your hosting service, a minimum $250/year per site fee will be added to your hosting service to cover the cost of keeping the core Joomla software (only) up to date.

Clients on their own hosting or other third party hosting will be responsible for Joomla core updates.

CLIENT RESPONSIBILITIES
Without current Third Sun annual support, the client is responsible for all other aspects of site maintenance, use, and updating.

CLIENTS WITHOUT SUPPORT AGREEMENTS:
• Will be charged at our current hourly rate for any requested help, with a one hour minimum per incident. Requests will be prioritized accordingly.
• Will be responsible to purchase and maintain licensing for any third party plugins or components that require it. Plugins will be functional and working at the time of turnover, but licenses may be required for continued use and updates. On an average website, these licenses cost anywhere from $300 - $1,000 per year.
• Will be responsible to apply and install any third party updates needed. Any help required to resolve conflicts or issues related to these updates will be charged at our hourly rate.
• Will be responsible for maintaining security and user access to their sites, including setting up and removing users, resetting passwords, etc.
• Will be charged a fee to attend workshops or trainings or other access to support documentation.

Find out more: thirdsun.com/support

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