



Advanced Technical Support

The purpose of Daniel Web Builders and Marketing is to Professionally train Web Builders (Web site developer), To make easy the online marketing tools for small and big businesses.

The Company provides an advanced support to all his customers.

1-Technical support description

We plan to support technically our customers in maintaining their own websites.

The objective of this support is to enable our customers in the way they can maintain, amend their web pages instead of paying our maintenance service each and every time for updates

2-Conditions

The Technical Advanced Support occurs and continues only:

- If you have a website built by our Company.
- If you have respected the payment conditions.(Contact us for details)
- If you don't have a website designed/built by our company, your domain must be registered and hosted by our service.**
- If your domain is not hosted by our service it must be transferred to our service.**
- If you have accepted the technical conditions of support, we mean support tools.

3-Technical conditions of support

The customer must:

(when the support is online).

- have an internet access at home or use a "Cyber café" during the support time.
- use a microphone for voice conversation during the support time.
- respect the time table for on line support.
- have Learnt one of the following communication tools:

Google talk, Yahoo messenger, Skype. Please contact us if you do not know about it.

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(Alternative):

we can support you in our office or at your place if you are in Joburg provided you support the transport of the Technician.)

4-Starting date of technical support

The course starts 15 days after from the date of agreement. This is to make sure about the availability of the technical conditions of support.

The customer can also name the date of start according to his availability.

5- Time table

4 hours per week (2 days per week including one day of reserve that can be used if a work has not been done because of the eventual technical problems). Arrangement will be done between the customer and the technician.

2 hours per week when it is not an online support.

6-Tools

We support the customers in the following knowledge:

-Learning about html & Css (introduction to html and Css)

-Learning about navigators

-Learning about editors

-Learning about File Transfer Protocol (FTP)

-Learning about a suitable and available software that can help the customer to maintain his web pages. Suitable software means, a software that the customer can easily have and use to edit the languages.

7-Finality

At the end of the Technical Advanced Support, the customer will be able to update his web pages.

After updating his website, the customer can upload the website or the Company can do it for free.

At the end of the Professional Training you will be issued a certificate indicating the course(s) covered and level of proficiency.

Course Duration: 32 Hours.

Other assistance

Alternatively, we can assist you to build your website without the above conditions.

Note that this is not included in the ATS, because it is an ETS (Elementary Technical Support) service.

For more details contact info@danielwebbuilders.com Cell: 0763847379.