

While we strive to meet our clients' needs as quickly as possible, we must prioritize our work. In an effort to help you understand what is considered urgent and what can wait, we have prepared this document for you. **Anything which is in the *urgent* column is critical, and you should call or text us immediately and repeatedly if necessary, until you reach us.** Everything in the *not urgent* column can wait, and you should email us rather than calling or sending a text message. If we have not responded to an email within 48 hours, please re-send, as sometimes cyberspace hiccups and eats an email or two.

If you have an ad campaign with a deadline, and need us to make changes to your site prior to the ad's run, please give us as much advance notice as possible to ensure that it does not *become* an urgent matter.

Urgent	Not Urgent
<ol style="list-style-type: none"> 1. Site is down or shows "account suspended page" 2. Site is not functioning properly (when you call, please be able to describe what it is doing that it shouldn't be, or what it's not doing that it should be) 3. Site is not displaying properly. (when you call, please be able to tell me which browser or browsers the site is not displaying properly in, and what elements of the site are not displaying properly) 4. Buttons or links do not work or go to the wrong webpage 5. Contact information for you or anyone on your staff who's listed on the website is incorrect (if you move, contact us immediately with the new information for your site!) 6. Email from site is not reaching you in Outlook or wherever you're having it sent to 	<ol style="list-style-type: none"> 1. Moving an image etc. a few pixels to the right, left, up, or down. 2. Changes to text that are not your contact information or any other critical information 3. Replacing old images with new ones or similar changes 4. Adding new pages or sections to your website 5. Specials or ad changes which you knew about in advance and should have notified us of as soon as you knew the details (please tell us right away so it does not become an urgent matter when we're not available) 6. Complete redesign or major work will only be considered urgent on one condition: you pay cash, in advance, and expect us to be a bit grumpy about getting the bum's rush!