



Thank you for hiring a web maintenance service with me! In this document you will find the main guidelines to get the most benefit.

## Response times

You can expect a written response within 48 hours. I usually check my email once a day to maintain agile communication.

## Calls

We can schedule meetings. I like to have information before talking and scheduling these calls in advance, so that we can both find the best time and with the least distractions possible.

## Support tickets

Please send your emails to [support@pablosantalla.com](mailto:support@pablosantalla.com). I have also enabled a ticket system that you can use at [pablosantalla.com/help](https://pablosantalla.com/help). Take a look at it; it is very easy to use and it is really useful to pay attention to different topics that would otherwise be diluted in email threads.

## The maintenance plan

Know your web maintenance plan so you can get the most out of it. Check the page [pablosantalla.com/support](https://pablosantalla.com/support), locate your plan and let me know any doubts that arise.

The fine print: I encourage you to investigate and ask any absurdity. Web maintenance are two poorly chosen words by whoever did it; this is about getting something new on your web. Look at what the competition does, tell me what you like about them and what not. It is in your hands to flood me with ideas; in mine, to execute in the best way those that have a benefit on your web.

Support panel →

[Planes de mantenimiento web →](#)