



Thank you for hiring me to provide a web maintenance service! This document outlines the main guidelines to ensure you get the most out of the service.

Response times

You can expect a written response within 48 hours. I typically check my email once a day to ensure efficient communication.

Calls

We can schedule meetings. I prefer to have all the necessary information before scheduling a call, so that we can both find a time that works best and has the least distractions.

Support tickets

Please send your emails to support@pablosantalla.com. I have also enabled a ticket system at pablosantalla.com/help which is easy to use and helps to keep track of different topics that may otherwise get lost in email threads.

Web maintenance

Familiarize yourself with your web maintenance plan to get the most out of it. Visit the page pablosantalla.com/support, locate your plan, and let me know if you have any questions.

The fine print: I encourage you to explore and ask any questions. The term “web maintenance” is a bit of a misnomer; this is really about creating something new for your website. Look at what your competitors are doing, tell me what you like and don’t like about their approach. It’s up to you to provide me with ideas; it’s up to me to execute them in the best way possible to benefit your website.

[Support panel →](#)

[Web maintenance plans →](#)