We really want to help You resolve **every** problem (small one or critical one) that will inevitably happen during our cooperation. All we need is just clear and fast communication **ONLY** via channels specified by us directly to your project/website.

Remember that we are considering only two ways of contact in case of support tasks:

A) Use your dedicated support email to inform about critical issues.
B) Create Asana task (or another dedicated tool like Mantis etc.) to inform us about non-critical issues.

Those support issues have to be:

1. clear in definition what is needed to be done;
2. each one of such tasks can't take not less than 30 minutes and not more than 2 work business hours;
3. there could be only one assigned support task at one time;

If support issue is added as an task in Asana (or Mantis etc.) please tag it with high, medium or low priority using following definitions:

1. High Priority = "please do it as soon as possible (even if it may be priced as overtime)";
2. Medium Priority = "would be good to have on this day, but won't be a problem if it waits a day or over the weekend" ;
3. Low priority = " you can resolve that issue in 2 weeks and that won't hurt";