

Website Maintenance Packages

5-HOUR PACKAGE

Perfect for those who have just a small website to maintain, with no e-commerce functionality or AdWords campaigns.

Cost (per domain): \$300.00

10-HOUR PACKAGE

Good for those who have a small e-commerce site (less than 20 products), or a medium size informational website, or a small community forum.

Cost (per domain): \$500.00

20-HOUR PACKAGE

Excellent for medium-size e-commerce sites (less than 200 products), or for medium to small sites with high traffic, including active community forum websites.

Cost (per domain): \$900.00

40-HOUR PACKAGE

Excellent for large, high traffic sites, or for large e-commerce sites (more than 200 products).

Cost (per domain): \$1600.00

Any work required beyond the hours provided by the chosen package can be purchased at the rate of \$60 per hour.

If you chose a Package with the 1 year commitment and later decide that you need a bigger package to meet your needs, you can upgrade at anytime.

Common Maintenance Requests:

- Add new content including text, products, images and video to existing pages
- Add new pages including new content, images, videos, forms and add to navigation
- Update existing content including text, products, images and video
- Update CSS styling (colors, text size, fonts, etc.)
- Update version software including plugins for WordPress

Our maintenance packages include the following services:

- ✓ Updating your site's software whenever new versions are released.
- ✓ Posting new content you provide, including basic SEO for new pages.
- ✓ Optimizing and posting new images you provide.
- ✓ Searching for stock images based upon your criteria.
- ✓ Maintaining e-commerce programs (loading new products, adjusting product information, etc...).
- ✓ Adding e-mail accounts.
- ✓ Monitoring forums and comments, checking for spam.
- ✓ Proofreading provided content for typos and grammar errors.
- ✓ Posting new links and responding to webmaster e-mails.
- ✓ Emergency repairs due to hacker attacks.
- ✓ Keeping current backups.
- ✓ Monitoring Google Analytics and Google Webmaster Tools.
- ✓ Creating and monitoring Google AdWords campaigns (you must provide ad content).

Our maintenance services do not include:

- ✧ Redesign of the site, including changing any design elements.
- ✧ Logo creation.
- ✧ Advanced SEO Services
- ✧ Creation of subdomains or new installations.
- ✧ Installing any new, third-party extensions (core extensions being enabled are acceptable).
- ✧ Changing of the template.
- ✧ Anything else not listed as included in this service.

Terms, Condition & Protocols:

- ✓ Hours can be used for graphic design, content creating, web development, general support, training, traffic analysis, and/or ad campaign management.
- ✓ Access to our task-tracking system, with real-time status and issue tracking
- ✓ Remote desktop/access support
- ✓ 24/7 support, including weekends
- ✓ Updates are usually done within 2 to 24 hours (except holidays and weekends).
- ✓ Although we make every effort to make accurate changes, we would request you to review updates and notify us of any necessary changes that need to be made. We do not charge for changes that are our fault. However, if a change needs to be made due to client error, the regular hourly update fees will be charged.
- ✓ "Maintenance" is defined as keeping the website current. Website Maintenance is not intended to be a redesign or revamp.
- ✓ We reserve the right to distinguish between "updates" and "new design". New design work is charged at our website design rate.
- ✓ Updates should be provided electronically (by email) or our internal reporting tool (<http://support.infotyke.com>) as much as possible.



PAYMENTS/TERMS: All payments will be in USD (US Dollars) OR INR (Indian Rupees). Payment is due in advance prior to work beginning. Payment will be accepted via direct bank transfer, cheques and cash. For all maintenance plans, the term of this agreement are month to month, automatically renewable unless cancelled by the 'Client' through email.

CANCELLATION: 'Client' may cancel subscription for maintenance plan via email at any time. Unused hours will not be refunded after cancellation but can be used up until end of plan month. iNFOTYKE reserves the right to terminate this agreement at any time for any reason without any prior knowledge and will do so in writing by electronic mail and/or postal letter to the client.

AUTHORIZATION: With your payment, you are hiring iNFOTYKE ('Provider') as a Website Maintenance Provider for the specific purpose of updating website content on the 'Clients' existing website. These updates include, but are not limited to text changes, picture and graphics changes, adding necessary scripts or website applications. 'Client' agrees to allow access to the client's web site, store, server, file directory, or any other directories or programs or sites which need to be accessed for maintenance and control including if needed domain management.

LAWS AFFECTING ELECTRONIC COMMERCE: The 'Client' agrees that the 'Client' is solely responsible for complying with such laws, taxes, and tariffs, and will hold harmless, protect, and defend iNFOTYKE and it's subcontractors from any claim, suit, penalty, tax, or tariff arising from the 'Client's' use of Internet electronic commerce.

INTERNET ETIQUETTE: 'iNFOTYKE & Team' is a developer of ethical web sites. As such, 'Provider' will not design, promote, or attach links to any site that includes adult content, nudity, obscene language or that encourages or promotes intolerance or discrimination of or towards people or peoples of any race, color, sex, creed or religion. Nor will 'Provider' design, promote or attach links to any site that advocates, encourages or practices the exploitation of any group or groups in society, including, and in particular, children, the elderly or the disadvantaged.

CONFIDENTIALITY: iNFOTYKE may, during the course of providing services here-under or in relation to this contract have access to, and acquire knowledge regarding materials, data, systems, and other information of or with respect to 'Client' which may not be accessible or known to the general public. Any knowledge acquired by iNFOTYKE from such materials shall not be used, published or divulged by iNFOTYKE to any person, firm or outside source without the express written consent of 'Client'.

For Help: <http://www.infotyke.com/help/>