

SCOPE OF WORK

Website maintenance only covers minor alterations, updates, and repairs. Maintenance requests requiring extensive alterations or updates are beyond the scope of the website maintenance contract and will be quoted separately.

MAINTENANCE

DESIGN & DEVELOPMENT

Description	Description
<ul style="list-style-type: none">• Content Management• Web Design Support• Updates and Newsletter Management• Social Media Content• Wordpress CMS Updates/Security Patches• Wordpress Plugin Updates and Enhancements• File and Database Backups	<ul style="list-style-type: none">• Major Graphic Updates or New Designs• New Marketing Material• Major Functionality & Design Change• Altering the usability of Website• Search Engine Optimization

In addition to completing all maintenance requests:

1. Monthly Health Check: Includes internal and external links, on-line forms, search facilities, site maps and any dynamic functionality.
2. Quarterly Statement: Details hours used and a breakdown of the work completed.
3. Annual Design & Marketing Report: Review to ensure your website is relevant, attractive, and functional properly according to current market trends.

Website maintenance requests are submitted and responded via e-mail. Depending on the complexity of the request, the job will be completed in minimum time.

MAINTENANCE, DESIGN & DEVELOPMENT

A general breakdown of maintenance and design options are below.

MAINTENANCE

Rate	Description
\$35	Content management, updates and monthly diagnostics
Billed	Billed in 15-min. increments
Minimum	1/4 Hour

DESIGN & DEVELOPMENT

Rate	Description
\$80	Major graphic updates, functionality and design change
<p>Maintenance covers minor CMS management and updates. Design changes 50%+ to a webpage will be billed as design and development.</p> <p>Maintenance requests are to be submitted by email and require 48 hours for completion.</p> <p>Need to ask a question or talk through an idea? Schedule a call to review work needed on your website.</p>	

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