



## VBS BUSINESS-TECH SOLUTION, LLC

Technical Services & Consulting

[www.visionsbiz-online.com](http://www.visionsbiz-online.com) / 443.824.0420

# Website Maintenance Services

### Level 1 - \$30 per month

- Scripts and software updates as needed
- Website back-ups
- Fix any issues that arise on website level (broken links, loss of functionality)
- Website reviewed twice a month (standard click-through and check for updates)

### Level 2 - \$55 per month

- Scripts and software updates as needed
- Website back-ups
- Fix issues that arise on website level (broken links, loss of functionality, etc.)
- Address and correct server related issues that may arise and correspond with hosting company when necessary.
- Website reviewed twice a month (standard click-through and check for updates)
- Up to 4 updates per month (additional updates are done at a discounted hourly rate)
- Basic traffic statistics

### Level 3 - \$80 per month

- Scripts and software updates as needed
- Website back-ups
- Fix issues that arise on website level (broken links, loss of functionality, etc.)
- Address and correct server related issues that may arise and correspond with hosting company when necessary.
- Website reviewed twice a month (standard click-through and check for updates)
- Up to 8 updates per month (additional updates are done at a discounted hourly rate)
- Basic traffic statistics
- VBS serves as the contact for all website related inquiries

### Level 4 - \$105 per month

- Scripts and software updates as needed
- Website back-ups
- Fix issues that arise on website level (broken links, loss of functionality, etc.)
- Address and correct server related issues that may arise and correspond with hosting company when necessary.
- Website reviewed twice a month (standard click-through and check for updates)
- Up to 12 updates per month (additional updates are done at a discounted hourly rate)
- VBS serves as the contact for all website related inquiries
- Active security monitoring (receive email alerts for unauthorized access attempts, block



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IP addresses, manage all logins)

### Level 5 - \$150 per month

- Scripts and software updates as needed
- Website back-ups
- Fix issues that arise on website level (broken links, loss of functionality, etc.)
- Address and correct server related issues that may arise and correspond with hosting company when necessary.
- Website reviewed twice a month (standard click-through and check for updates)
- Up to 12 updates per month (additional updates are done at a discounted hourly rate)
- VBS serves as the contact for all website related inquiries
- Active security monitoring (receive email alerts for unauthorized access attempts, block IP addresses, manage all logins)
- Advanced website statistic reporting
- Basic website promotion / traffic generation
- Additional functionalities added at no labor cost (customer responsible for any software, hardware or scripts required to make addition)

### Add-ons (can be added to any plan level)

- Advanced website statistics reporting - \$25 per month
- Basic website promotion / traffic generation - \$25 per month

**Basic hourly rate:** \$30 per hr.

**Discounted hourly rate:** \$20 per hr.



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**Continue to next page for detailed explanations**

## Overview

### 1. Scope of Work:

Website Maintenance Services include repairing scripting languages, basic HTML, cascading style sheets, broken images, broken links and all other malfunctioning code or components. Website maintenance includes revising, editing, adding content and links or otherwise changing existing web pages to keep your website up to date. The periodic addition of new web pages, file uploads and fixing database errors that prevent your website from operating properly are also part of the maintenance services.

**This is in accordance with the guidelines associated with your level of maintenance as outlined above (Level 1 – Level 5). Depending on your level of service, some of the following explanations may not apply.**

#### *Off-site Backup*

- Off-site backup ensures a complete copy of your site is stored securely, away from your web host. Visions Business Services performs periodic backups and backup your website; before any updates are made or new content is added.

#### *Updates*

- Websites have a core group of programs/scripts. These core programs are updated as bugs and security vulnerabilities are identified and fixed. Typically, version changes improve the site operation, security and extensibility. VBS will ensure that all updates will be completed in a timely manner.
- Visions Business Services will complete content updates within a reasonable, mutually agreed upon, time. Taking in account any critical deadlines or special circumstances.

#### *Site Re-install*

- If your site crashes, for any reason: hacker attacks; hardware failure; spoofing attacks, etc. you can rest easily, VBS maintains a hard copy of your site and will reinstall it for you, on your original servers. If moving your site to a different hosting company or a new server some fees may apply but will be clearly stated and agreed upon prior to billing.

#### *Email Support*

- Visions Business Services will manage all email accounts. Creating and removing email addresses as needed. This is done on the client's server and can be directed to a 'forwarding' email address but does not include synching email accounts with exchange



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servers or third party email applications (Outlook, Thunderbird, etc.). VBS responds to most emails within 12 hours, and provide detailed explanation to help solve your problems.

### *Serve as Webmaster*

- VBS will serve as the webmaster for your website. VBS will field technical questions and any other technical inquiries from other webmasters, visitors to your website or the owner of the website. VBS registers your website with its webmaster account and uses available webmaster tools to further the reach and effectiveness of the website

2. **Excluded Work:** Items that are not covered by Website Maintenance Services include, but are not limited to graphic design, major flash script adjustments, creating new scripts of any kind, starting new web design projects, working outside of the original file structure, working outside of the original domain name, and major changes to the website which cause the website to be fundamentally different in appearance, function and underlying structure.

3. **Checkups:** The Webmaster will periodically (at a min. 2 times monthly) check for any broken links, broken images, template distortions, test your contact forms, shopping carts and testing other interactive elements. Checkups may also include site traffic statistics reports. The Client will be notified via email when the reports have been completed.

4. **Timeline:** It is the Client's responsibility to monitor the Website. VBS provides Checkups at the scheduled times and during updates but the Client must inform us if there is an issue between Checkups and /or updates. We will promptly respond to any and all inquiries. The Client must inform The Webmaster of needed maintenance via email. The Webmaster will log all needed changes from all authorized parties. The Webmaster will complete all requested maintenance within a reasonably agreed upon time, taking in account critical deadlines, special circumstances, and if required changes are 'critical' to the basic functioning of the website, in which case, the changes will be completed as soon as is reasonably possible (usually not to exceed 24 hrs.). The Client will be notified via email when maintenance has been completed.

5. **Fees:** Fees are based on the level of maintenance that the client chooses plus any add-on services that the client may want. Fees are billed monthly, with first payment due at the start of the maintenance plan. Subsequent billing will be every 30 days. There is a 10% discount if fees for one year period are all paid, up front and in full. Any fees for work done outside of the scope of the client maintenance plan will be billed separately. Any such work must be authorized by the client prior to it starting.



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6. **Terms:** Maintenance plans are for a minimum of a one year term. The term will automatically renew the period unless the client decides not to renew. In which case, the client should express the desire to terminate the agreement, in writing (or email) at least 10 days prior to next billing. Terminating the agreement prior to the end of a year period will result in a cancellation fee equal to the remaining balance owed for the remainder of months left in the current period plus 5% of the balance amount.

### Maintenance Agreement and Signatures

This constitutes a binding agreement with VBS Business-Tech Solutions, LLC for the maintenance of the website owned by and associated with:

\_\_\_\_\_  
Name of company, Organization, or Individual

Maintenance Plan Level: \_\_\_\_\_  
Level 1 – Level 5

Add-on Services (if applicable): \_\_\_\_\_

### Signatures:

I have read and agree with the terms and conditions set forth in this maintenance agreement.

Authorized Signature: \_\_\_\_\_

Date: \_\_\_\_\_