



splashweb
web management solutions

MAINTENANCE PACKAGE OPTIONS

With your website we have built either a Static Content Management System (CMS) or a Dynamic CMS. This function gives you control to update basic content as you desire.

Although the control is in your hands, you may find that there are several reasons you may want this to be managed by Splash Media Group's web professionals.

After many requests, we've put together a few annual package options and have outlined timelines for most basic updates. This structure should help you understand the time involved for us to manage and update your content, as well as help you budget everything properly.

**TOP REASONS YOU MAY WANT TO CONSIDER
HAVING SMG MANAGE YOUR SITE:**

LACK OF TIME

ENSURING THAT YOUR SITE REMAINS VALID IS VITAL FOR SEARCH ENGINES

NO PHOTO EDITING PROGRAM

YOU WANT YOUR SITE TO BE AS FAST AND EFFICIENT AS POSSIBLE

YOU HAVE LOTS OF PHOTOS IMPLEMENTED IN YOUR SITE

NEED SOMEONE TO CLEAN UP OR RE-WRITE YOUR COPY

VISUAL FIDELITY WITH YOUR BRAND, OR OTHER MARKETING MATERIAL



splash
media group inc.



PAY AS YOU GO:

If you are not anticipating significant change(s) to your website and don't require regular maintenance, this may be a great option for you.

Investment: \$1.65 a minute

STATIC - OPTION 1:

This option is ideal for those who are looking to have minor monthly changes done to their website. This service includes 90 minutes a month of management time at your disposal and whatever you don't use can roll-over to the remaining months of your package. At the end of your 12 month term, whatever has not been used may be put towards an upgrade of your website. In recognition of your commitment to us looking after your site, we demonstrate our commitment to you by reducing our rate over 10%. Any necessary billable time over your monthly allowance will be billed out at our regular rate (\$99hr / \$1.65min).

Investment: \$130.50 / month (\$1.45 a minute)

PLEASE NOTE THAT THERE IS A 10 MINUTE MONTHLY PROCESSING FEE.

STATIC - OPTION 2:

If your website is a major element of your business, then continual, or daily, maintenance may be needed. This service includes 180 minutes a month of management time at your disposal and whatever you don't use can roll-over to the remaining months of your package. At the end of your 12 month term, whatever has not been used may be put towards an upgrade of your website. In recognition of your commitment to us looking after your site, we demonstrate our commitment to you by reducing our rate over 20%. Any necessary billable time over your monthly allowance will be billed out at our regular rate (\$99hr / \$1.65min).

Investment: \$234 / month (\$1.30 a minute)

PLEASE NOTE THAT THERE IS A 10 MINUTE MONTHLY PROCESSING FEE.

Please note that these prices do not include any applicable taxes.



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STATIC - BASIC MAINTENANCE AND APPROXIMATE TIME INVOLVED:

We always find it a difficult task to estimate time. Every request is different and even the most basic requests usually need additional time for re-writing, or photo re-sizing, etc. The following is a list of "basic maintenance" and the approximate time it takes for each task.

PLEASE NOTE THAT THESE ESTIMATED TIMES ARE "APPROXIMATE". For text or copy changes, this time does NOT include us having to research and write any material. For photos, this time does NOT include us having to do touch-ups, re-sizing or convert any files.

NOTE: it is recommended that we do multiple changes at one time whenever possible. This can save considerable time, as transferring changed files can be done all at once, rather than 'drips and drops'. When we receive a request, we will assume that you have no other requests at this time and would like us to process this as soon as possible.

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|------------------------------------|---|
| - Text / Copy Change: | approx. 10+ minutes |
| - Photo Additions / Deletions: | approx. 10 - 15+ minutes |
| - New Flash photo galleries | approx. 45+ minutes (if you already have a system in place) |
| - Adding in a report or PDF: | approx. 15+ minutes |
| - Adding or deleting Search Words: | approx. 10+ minutes |
| - Updating Search Description: | approx. 10+ minutes |
| - Email / Web Hosting Adjustments: | depends on request |
| - Skin or Graphic adjustments: | depends on request |

NOT INCLUDED IN THIS PACKAGE:

The following is a list of requests that could potentially be confused as basic maintenance. Although some of these requests may seem simple, they are not. The time required to do these requests will vary depending on your site and the source material you are able to provide.

- Adding or deleting an entire page
- Changing, adding or deleting a section of your navigation system
- Creating a new element to your website; like a photo gallery, or Latest News
- Implementing a new style of photo gallery
- Creating or changing Flash elements
- Adding a Flash video to your website





SPLASH-WEB RULES & REGULATIONS:

We've tried to create a fair system that works for both parties. Through your commitment to us, we offer you a discounted rate, plus the ability to have time NOT USED roll-over into the following months. We have implemented a few rules that must be followed otherwise it can hinder our business and the flexibility we offer.

These packages are designed for basic maintenance and the following page outlines what parameters "basic maintenance" covers. Unfortunately this time can NOT be used for something other than these parameters during your plan run dates.

Any time spent on your website within a given month that goes OVER the package time, or over the time you have accumulated, WILL be invoiced out at our regular rate.

You can not 'borrow time' from future months to put towards updates or changes for any reason.

Any time left over at the end of your term may be used towards an upgrade or face-lift of your website. If your website is fully up to date, then at this point any time can be put towards other SMG design services.

These packages are non-refundable and are a commitment for one full year from date of sign-up.

Accounts need to be in good standing, otherwise the package can be canceled.

