

## Plan B Maintenance & Support Contracts

### Keeping your website up to date and issue free

*Updated May 2022*

As part of your online marketing strategy, it is necessary to ensure that your website is updated regularly with product information, news and other information relevant to your business. Should a technical issue arise it is almost certain that we as your host and developer will be involved in finding a resolution.

To support our clients, Plan B offers a combined Maintenance & Support Contract which as an economic and flexible solution to ensure your website is up to date and running smoothly.

A Support Contract gives peace of mind that swift resolution is available for technical issues ranging from a reminder of your email setup details to tracking and resolving a server issue. Simply let us take care of the technical issues while you get on with what you do best – running your business.

A Maintenance and Support Contract allows you to reserve a specific number of hours work which are then used throughout the year. Since you are pre-booking this time, we are able to provide resources at a reduced rate. Maintenance to your website can include simple text or image changes, graphic design and adding additional functionality. Support will provide resolution to technical, operational, or training issues such as a query about email or advice about using your Content Management System. Maintenance and Support are provided through one contract to simplify administration and ensure you are receiving the best value for the services you require.

#### Standard Support

As part of your contracted agreement, you have **x hours per month** for maintenance and support as outlined above. This time does not rollover or accrue. Any additional time will be billed as outlined below.

#### Free support

For clients who do not have a Support Contract we offer online support which comprises a range of Pages, Discussions and Files. Although we always aim to offer a timely response this cannot be guaranteed when using this system however answers to the majority of queries can be found here. Telephone support queries cannot be accepted from clients not on a support contract.

Initial training is provided with every tool we deliver whether that is a Content Management System, Booking Engine, Blog or Online Store. Supplementary in-depth training can be arranged any time it is required.

#### Why is it important to keep my website up to date?

Keeping your website up to date with details of your latest products and services, news and other relevant information is extremely important to both existing and potential customers. Not only does this promote your brand and products but it will facilitate enquiries, sales and also aid the Search Engine Ranking process which should in turn attract more visitors to your website.

#### What areas of my website can be updated as Maintenance?

Our flexible Maintenance Contracts allow for any of our design and development services you require to ensure your website is running at its peak. The only restriction is the time allowed under you contract but even if you exceed this you can purchase further maintenance time at the same reduced rate. We can work on any website built using the programming and scripting languages that our developers support. In such cases we would complete an evaluation of your current website and support requirements before advising on our most suitable Maintenance and Support contract.



REVIEW | RENEW | RECOVER

### Maintenance & Support Categories

Category	Issues & Actions Covered	Timeframe
Level 1	Critical issue e.g. web or database server failure. Resolution of email issue, password reminder	Immediate attention Within 8 working hours
Level 2	Simple text updates including photos and images Addition of new pages, layout changes Additional Email address, FTP access etc.	2-3 working days
Level 3	Navigation changes, Flash development, structural or functional changes Training, Project Planning or other non-time sensitive work	5-7 working days  Scheduled according to workload

If for any reason an update is likely to take longer than the timeframe indicated above, we always aim to notify you in advance.

Maintenance & Support Tasks are billed in half hour blocks as opposed to the full hour blocks for non-contracted work. Should you not use your full allocation of time in any month this will roll forward for use later in the contract period. At the end of each contract period any unused time will expire. Should your requests exceed the contracted time before the contract period ends you will be billed at the same hourly rate as set out in your contract for all work over and above this. If during the course of your contract you find it would suit better to upgrade to the next level of Maintenance & Support Contract this can be arranged. There is no option to downgrade your contract before its term expires.

We will provide a schedule detailing all maintenance and support tasks carried out, the time taken by each and the total time remaining on a monthly basis.

### Urgent Work

Urgent maintenance and support is available on request where your situation dictates the above timescales are not suitable. Such work will be carried out at double the standard rate i.e. if you require 1 hour of work carried out urgently we will allocate 2 hours of your contract time to this task.

### Costs

Maintenance/Support Time	Cost
2 hours per month	£100 plus VAT per month
5 hours per month	£225 plus VAT per month
15 hours per month	£675 plus VAT per month
Uncontracted (minimum charge one hour)	£30 plus VAT per half hour

If you, should you require more than 15 hours work in one month, please contact us to initiate an investigative discussion to establish your exact requirements.

Payment can be made monthly by Direct Debit or invoiced annually in advance. Annual payments attract a 10% discount. Contracts run for a period of 12 months.



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