What is web maintenance?

Website maintenance is important! Once you have your web site designed and hosted, you will need to maintain it on an ongoing basis. Next to Advertising & Marketing, website maintenance is very important!

Think of it as painting your house, the more attractive it is, the more often it will be visited and noted to others. Good regular maintenance will also keep visitors coming back. As simple a thing as a time stamp on you web page, will show the viewer your pages are up-dated regularly. Make your web-site attractive and always aim to attract new visitors to it. Maintenance can consist of minor text changes or additions to graphics or a new web-site page design or new page content, etc.

Why Vermmillion?

- Experienced Professionals

The Vermmillion' website maintenance team is made up of full time professionals each with more than three years of web design experience.

- Customer Service

Vermmillion' website maintenance experts are friendly, courteous, and most importantly, responsive to your web maintenance needs. They will always provide an estimate of the number of hours it should take to do the job and notify you by telephone or email upon completion.

- Website Maintenance Policy

We define "Maintenance" as keeping the web site current. It is not intended to be a new design.

We maintain a current backup, and archive all submitted files for your website.

We reserve the right to distinguish between "updates" and "new designs". Changing the navigation, the adding of new pages, graphic changes, buttons, etc. are considered new designs and charged accordingly to our hourly design rate.

 It is the client's responsibility to review updates and notify us of any necessary changes that we need to make. There will be no charge for any errors on our part. However, if a change needs to be made due to client error, the regular hourly update fees will be

charged. Your rate is calculated on the total time involved in completing the updates. Billing occurs on the 30th day from your contract date every month.

Updates should be provided electronically (by email) as much as possible. Attachments should be in text format (.txt or Word .doc formats are fine). Send digitized pictures in common format such as .jpg, .gif, .ai, .psd, .png, .bmp, etc. Updates may also be sent by postal mail. This will require retyping data or the scanning of photos and will cost more to complete your changes.

Scope of Maintenance Plan

<u>What is included in the Website Maintenance Plan is:</u>

1. Graphics & Animation Updates – adding, editing and sizing of any pictures / animations to the existing website which does not fall under the scope of the layout or actual design of existing website.

2. Website Content Updates – adding, editing and/or removing any text or copy on the existing site including any articles, reports, contact information and product or service description.

3. Script / Program Updates – adding, editing, removing and installing any scripts, programs or software to the existing website can be done under the scope of this Plan provided it does not change the overall design or look of the site more than 30%. If this will change the existing website more than 30% then it would fall under the scope of a **New** or **Redesign Plan.**

4. Services We Offer

- o   We monitor your web site intermittently and upon your request.
- o   We check for and fix any broken links.
- o   We check for poor or fading images and replace as required.
- o   We update your web page (static page) Meta tags.
- o   We list your business with search engines monthly.
- o   We will remain in-touch with your server(s) and inform you if any server changes are important to your account.
- o   We will make minor changes to sentence or paragraph wording (this does not include removing nearly all the text from a page and replacing it with new text).
- o   Any additional text / alterations or images required or requested will be charged at an hourly rate. Minimum time charge is half an hour (1/2).

5. Complete Monthly Backups – each month your existing website will be backed up and saved to our local server.