

Thank you for your interest in having us maintain your website.

Our maintenance plans are yearly plans that offer discounted hours you can use throughout the year while spreading out your cash flow evenly. Your plan comes with a set number of hours that you pay for in 12 monthly instalments. By doing this, you get a 20% price break on our regular hourly rate (\$125/hour). The maintenance plans include any basic updates, simple design changes, text and picture changes, plugin updates (at your request), repairs, etc. to one website.

Our plans renew automatically at the end of the 12 months. If you happen to run out of hours, and you still would like us to perform maintenance on your site, because you are on a maintenance plan, you aren't charged our full hourly rate, you will only pay \$100/hour for the work until your plan renews and then you can use your hours again. If you do not use your hours, however, they do not roll over, you have to use them during that maintenance plan year.

These are our most popular maintenance plans:

\$50/month - 6 hours/year
\$75/month - 9 hours/year
\$100/month - 12 hours/year
\$150/month - 18 hours/year
\$200/month - 24 hours/year

FAQs:

What is included in my maintenance plan?

The following is included in the maintenance plan (subject to change without notice): Text updates, picture changes, plugin updates (at request), repairs to broken links, formatting issues, updating WordPress and WordPress plugins, adding/removing pages, creating blog posts, etc. Simple design changes like button design, slider changes, advertisements, simple social media banner designs, etc.

What is not included in my maintenance plan?

The following is not included in the maintenance plan (subject to change without notice): Website redesigns, logo design, any website updates involving custom PHP coding or work on other domains.

What if I want coverage on more than one plan?

Give us a call or email us! We'd be more than happy to customize a plan for you

What if I'd like to have a different plan than what is listed above?

We can customize plans based on your needs, please call or email us and one of our Account Managers will assist you in choosing the best plan for you.

What if I want to cancel before the year is up?

You can cancel at anytime! If you have used the majority of your hours, you will be responsible for the remainder of the maintenance year's payments. If you haven't used your hours, we simply require a 30-day notice for all cancellations.

What if I use all my hours?

We understand that sometimes you end up using more hours than you think. We can upgrade your plan so you have more hours to use. We simply prorate the upgrade based on how many months you have on your current plan and add that to the remaining months for your current plan. Once your plan renews, you only pay for the new plan's rate for the new year.

Another option is to take advantage of our discounted hourly rate. If you feel that you still want to keep your current plan, but still want us to perform updates at your request, you get a discount on our hourly rate because you have a maintenance plan. You only pay \$100/hour for the work performed.

Will you use my hours without my knowledge?

We do not use your hours without your permission as this is a maintenance plan, and we do just that – maintain your site, and only at your request. If you would like a more comprehensive proactive plan, please contact us and we will discuss assigning you an Account Manager to work with you and your site's needs.

If you would like us to keep your WordPress website plugins up to as preventative maintenance (without having to ask for this to be done), please let us know in advance and we will do this, adding your website to our advanced monitoring system and keeping an eye on your website for you. *If this is something you have a need for, we suggest a larger maintenance plan as this takes an average of 3 hours per year to maintain.*
