

Website Maintenance Contract

A maintenance contract is a pre-paid agreement for work to be done on your website regularly. Websites are not intended to be static. The value of an active website is the ability to maintain current information online at a reasonable cost. We assume that you will want to revise or edit some or all of your web pages over time, as well as add additional web pages to keep your website up to date. Website maintenance also includes repairing sections of your website that stop functioning properly. Most often, links and graphic images are most prone to corruption over time, but basic HTML pages can also become corrupted.

The ease of revising your website is probably the most important service you should seek when choosing a web developer, and we offer website revision and expansion services at a very affordable cost. Changes and updates will be done for you at a rate less than the non-contracted rate. A maintenance contract also gives you priority over non-contracted services, which in certain circumstances is quite valuable. Plus, we can revise your website very easily, since we originally designed it for you. This continuity of service is our most important asset, and you will definitely appreciate our modification services over time.

Your expected frequency of website revisions should influence your maintenance contract choice. Website Design customers who want to make revisions or additions to their website have several options:

1. Additional revisions can be made as often as desired, based on an hourly charge of \$45.00 per hour, with a one hour minimum charge. This includes revisions and uploading of all changes onto the Internet.
2. Revisions can be made on a regular basis for a set monthly fee or maintenance contract. The monthly cost will be determined by the use and size of your website. If you think you will be making regular revisions to your website, this option will be more economical than paying for each revision separately. A maintenance contract allows revisions to your website on a monthly basis, rather than paying for each revision separately, which could quickly add up. Ask us for more information about monthly maintenance contracts if you think you will be making frequent revisions to your website, or view the Level packages below to assist you in making your decision based on your website needs.
3. Adding new pages to your website is an additional expense. The cost per page is lower if you choose a monthly maintenance contract.
4. Newsletter Option. One page on the website can be designated for a newsletter, articles, current information, or a similar topic. The text can be changed once monthly for a flat rate of \$25.00 per month, without an annual contract. This does not include changes to any banners, images, buttons, or links to or from the page. With one of the Level options, as long as your time is there, it is automatically covered.

Maintenance Price Packages

Package 1: 5 hours of monthly web maintenance. \$870.00 1 year

Package 2: 7 hours of monthly web maintenance. \$1152.00 1 year

Package 3: 10 hours of monthly web maintenance. \$1728.00 1 year

Package 4: 25 hours of monthly web maintenance. \$2880.00 1 year (24 hr call)

Package 5: 40 hours of monthly web maintenance. \$5760.00 1 year (24 hr call)

Package 6: 80 hours of monthly web maintenance. \$11520.00 1 year (24 hr call)

Additional time spent beyond contract will be billed hourly at the rate of \$75.00.

Example: You select the Level 3 agreement and pay in full at signing, and your ten hours are used for unexpected company product changes one month later, so that the actual time applied was twelve hours for the major update. We would then, according to the contract, bill you for two additional hours at the contract price of \$75.00 per hour on each hour over your contract level.

Note: Time not used during the contract month or year does not carry over.

Please Read, Sign, Date and send the following to:

Gulf Coast Internet Services
PO Box 3245
Baytown TX 77522

(Monthly billing not applicable for specials and promotionals)

Your scheduled billing will begin one month from the date of signature.

By signing the Gulf Coast Internet Services Web Maintenance Contract you agree to pay the entire price as indicated above. Otherwise, customers will be billed in 12 equal installments. The first installment is due upon signature of this agreement and consists of the first and last months of this contract. Thirty days from this date monthly billing will begin. Eleven additional monthly payments will be due over an 11-month period. A one time 5.0% late payment charge may be assessed if current charges are over 30 days past due.

Gulf Coast Internet Services will not refund any deposits or payments once seven days have passed. This agreement is legally binding seven days from the signing of this agreement and will remain in effect until the website maintenance contract is paid for in full.

Gulf Coast Internet Services reserves the right to terminate the maintenance agreement service for any of the following reasons, but not limited to: Web sites involved in domain name disputes, failure to pay for services on time.

Other Specifications: _____

Please choose a payment method:

_____ Pay in Full
_____ Bill Monthly with Hosting Service (automatic credit card debit only)

Payment Schedule.

Payment for services provided hereby shall be made in accordance with the conditions contained in this contract. The Client and Gulf Coast Internet Services agree that the maintenance services described in this contract shall be completed for \$_____. The Client agrees to pay to Gulf Coast Internet Services the sum of \$_____ upon execution of this agreement. All amounts must be in U.S. Dollars.

*Billing method: Invoice via email and U.S. Mail on a net ten (10 basis).

I, _____ (print customer name), assert that I am a person employed by _____ (company name), that I have the authority to make decisions concerning this company's web presence, and that I have the authority to promise payment to Gulf Coast Internet Services for services rendered. I assert that I have read the Gulf Coast Internet Services Design Contract and understand and agree with the the contents therein.

Customer Signature: _____ Date: _____

Complete the Following Contact and Billing Information

Company Name: _____

Company Contact: _____

Billing Address: _____

Current E-mail Address: _____

Phone Number: _____

Cell Phone Number: _____

Fax: _____

Alternate Company Contacts: _____

(If renewing with no changes skip the following section)

Site URL: _____

Host Name: _____

(if different from Site URL) _____

FTP/ Username: _____ FTP/ Password: _____ (If applicable)

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