

**Support & Maintenance Plans - please select an option below:**

We provide quality technical support and maintenance for all of the website products and services we offer. Would you like to get more training or additional assistance with updating your website? Most of our clients will need this at some point, so we are happy to assist. We have several support plans available ([see our website for more details](#)), and also offer custom support options as well. If you feel your needs are not met through the options listed below please let us know so that we can get an idea of your specific needs and give you a custom quote.

 **SILVER Support & Maintenance Plan \$39.95 per month**

Our standard support plan is great for those that want to have us available to make regular changes to their website.

- Up to 4 email support requests per month
- 30 minutes of phone support or website maintenance
- Includes updates to the Joomla CMS\*

 **GOLD Support & Maintenance Plan \$59.95 per month**

Our standard support plan is great for those that want to have us available to make regular changes to their website.

- Up to 8 email support requests per month
- One hour of phone support or website maintenance
- Includes updates to the Joomla CMS and up to two 3rd -party extensions\*

 **PLATINUM Support & Maintenance Plan \$99.95 per month**

Our standard support plan is great for those that want to have us available to make regular changes to their website.

- Priority Support - get help FAST!\*\*
- Unlimited support requests per month
- Two hours of phone support or website maintenance
- Includes updates to the Joomla CMS and ALL 3rd party extensions\*

 **I choose to DECLINE an ongoing support plan**

Signature: \_\_\_\_\_

\* Joomla updates are generally basic security updates to the current major version installed only. Does not cover upgrades of the major version (e.g. 3.5 to 3.6), this requires additional time and a custom price quote. Updates are performed once per month. Does not cover updates to 3rd party extensions (e.g. Online Stores, Image Galleries, Calendar, Forum, Web Forms, etc) unless specified in your plan details. 3rd party updates only include extensions that can be done without reinstallation. \*\* Priority Support is guaranteed to receive a response and in most cases resolving the issue within 8 hours during normal business day

## Terms and Conditions:

Changes to the website layout or design after the design finalization may incur an additional fee. Changes to the overall website specifications or features may also incur an additional cost. We will notify the client in advance in this event.

Graphic Design Revisions mean that you get to request additional changes to the site after we show you our initial design. We will spend up to 2 hours on each revision. You can take advantage of our design process by giving us as much detailed information about your vision for your site up front. Additional design revisions or changes to the design and layout once it has been approved will be billed at our normal hourly rate.

Each of the static pages included can have up to 3 images, up to 4 paragraphs of text, and up to 5 links to other pages/sites. You will need to give this website content to us within 21 days of the start of the project. If you need more, please don't hesitate to contact us for a custom price quote.

If the website content is not supplied to us by the Estimated Completion Date, we may request that you pay the balance due. Your website will be completed to specification based on a revised timeline, no sooner than 3 weeks from when we receive final content unless we approve an alternate arrangement.

All content must be sent to us in electronic (Word or PDF) format. If you require formatting or special styling we will need your documents to reflect this or the Designer to provide formatted HTML showing an example.

The client is responsible for the spelling and grammar of their content. We can provide copywriting or content editing at an additional fee as required.

We are not responsible for any media (images, video, audio or documents, etc.) used in the website that are illegal or copyrighted. The client is responsible for all damages associated with the use of such media.

We may offer a meeting to go over the client's initial specifications and website details. The bulk of our website and design process will be done via email and phone communication. If we feel it is needed we may schedule additional meetings, but it is up to Koa Consulting staff to determine this. If you need additional time meeting with us in person to go over your project details let us know and we can provide you with an additional quote to cover this time.

If there are client-caused delays without prior approval that go 3 months beyond the Estimated Completion Date we will charge a project reactivation fee of \$120.

If at any point during this project you need our services to be expedited we will need to be notified of the terms so that we can provide you with a price estimate to accommodate your request.

We will do our best to ensure that we meet all deadlines and the overall timeline but we will not be held liable for delays beyond our control or those caused by a 3<sup>rd</sup> party service.

Our service agreement provides you with a license of our website framework, which may include the Joomla open source platform. If you terminate your account with us we can provide you with a set of static html files for an additional fee. The Joomla Content Management System (CMS) that we use contains extensions that are our proprietary intellectual property and will not be provided to any client even if our service agreement is terminated.

Koa Consulting can perform upgrades and/or security enhancements and 'bug fixes' to the Joomla platform and CMS extensions by customer request. We will bill at the applicable hourly rate for all work performed.

We offer free basic technical support for a limited period of time following the completion of your website training session (the default is 15 days unless otherwise specified). We strongly suggest that our clients have an ongoing support and maintenance plan to ensure that we can provide quality support as needed. Please let us know if you are interested in extending this support period or signing up for an ongoing support contract.

If your website experiences malicious abuse by "hackers," at client request we can assist with restoring your site to a stable state but we will charge applicable fees to do this, including an expedition fee which may apply.

The client agrees to allow Koa Consulting to use any client correspondence for use in our marketing materials. We reserve the right to include a small text or image statement that gives website credit to Koa Consulting.

We do not provide software support or email account setup and configuration. We suggest you have your pc technician do this or we can recommend a 3rd party.

Late payments received more than 30 days after the specified due date will be penalized at a rate of 10% per month that they are overdue.

If non-payment occurs and we are forced to send the client to collections, the client will be responsible to pay all lawyer and court related fees.

Client Signature: \_\_\_\_\_