



3 WAVES MEDIA
WEB + PRINT + BRANDING

MAINTENANCE AGREEMENTS

Thank you for considering 3 Waves Media for your managing your website. We promise to take good care of it.

All maintenance agreements cover text updates, maintenance on the server, adding and setting up email accounts, back-ups, troubleshooting issues, FTPing (uploads), keyword and meta tag tweaking, keeping domain and hosting accounts current and monthly Visitor & Traffic reports.

Each Maintenance Plan offers a set number of **In Scope** hours. Any overage is billed at the plans **reduced hourly** rate.

Out Of Scope work will be billed at our current hourly rate of \$75/hr. Estimates can be provided upon request. Examples of Out of Scope work: image/banner creation, new pages, navigation and layout changes. If you are unsure about whether or not an update is considered out of scope, please ask.

Please check the selected option:

_____ **Pay Per Change: \$75/Hour**

Website maintenance will be charged at an hourly rate as needed by the client. There is a minimum of one (1) hour per request.

_____ **Basic Maintenance Plan: \$70/Month (\$35/Hour)**

Includes 2 (two) hours of website maintenance per month of "In Scope" hours. See above for what is included.

_____ **General Maintenance Plan: \$150/Month (\$30/Hour)**

Includes 5 (five) hours of website maintenance per month of "In Scope" hours. See above for what is included.

_____ **Advanced Maintenance Plan: \$250/Month (\$25/Hour)**

Includes ten (10) hours of website maintenance per month of "In Scope" hours. See above for what is included.

Term: The term of this agreement shall be from the effective date and shall continue in effect for the period of one (1) year.

3 Waves Media, LLC will perform upgrades on a fifteen (.25) minute increment basis. All upgrades that exceed the total hourly maintenance will be billed at the appropriate hourly rate for that plan at fifteen (.25) minute increments (the hourly rate is shown above in parenthesis). No other parties shall have the right to change or alter the Client's website other than 3 Waves Media, LLC or the Client's during this maintenance period. If The Client or an agent other than 3 Waves Media, LLC attempts to update the Client's web pages and repairs are necessary as a result, time to repair web pages will be assessed at the appropriate hourly rate, and is not included as part of the updating time. **A finance charge of 1.5% per month will be charged on past due accounts.**

3 Waves Media, LLC

Company Name

Company Name

Authorized Client's Signature

Authorized Signature

Chad C. Cox, Principal

Name and Title

Name and Title

Effective Date

Effective Date