

# Light Weaver Group

*helping small businesses grow – one web site at a time*

On the web – <https://lwg.lightgate.com>



## Comprehensive Web Site Maintenance

Comprehensive web site maintenance entails updating the content of the client's web site (adding and deleting textual material and related photos or other graphics), backing up all web server stored dynamically created data, making required changes to the overall layout and site navigation, diagnosing visitor-reported access problems, and making recommendations as to major site changes/enhancements. All web site maintenance is done either at the client's direction (in the case of web site updates and changes) or with the client's prior knowledge and agreement (for things like doing regular backups of selected files, working on reported access problems, site analysis leading to recommended changes, etc.).

Comprehensive web site maintenance also includes, at the client's discretion, the job of general web hosting account technical oversight. The oversight responsibilities include all non-finance related interactions with the client's web hosting company. We will deal with the client's hosting company regarding all technical issues associated with the client's web site. We will, at the client's direction, manage the e-mail accounts associated with the client's web site, adding and deleting accounts, setting any available virus and spam scanning options, setting auto-forward and auto-reply features, etc. We will take care of adjusting the client's web site's various security features, including protected directories and dedicated or proxy security certificates associated with ssl (the feature that ensures that all information being transmitted is secure), as the client specifies.

The selected maintenance option will become effective upon the day of the month that payment for that option is received by the Light Weaver Group and will remain in effect until either the hours specified by the selected option have been expended or until 12 months have passed. If a client is renewing or upgrading an in-effect maintenance option, then the renewal or upgrade will become effective on the day following the conclusion of the in-effect option, as long as payment has been received by that date. Any hours that remain unused at the end of 12 months will NOT carry forward to any subsequent maintenance that is purchased by the client. Maintenance performed outside the scope of an in-effect maintenance option will be billed at the standard hourly bill-out rate that is effective at the time of the maintenance request. Comprehensive maintenance does NOT include licensing costs associated with any proprietary software that the client wants installed during the maintenance period.

If a client has a management agreement with Light Weaver and discovers that they have run out of hours before the end of their 12-month agreement period, and would rather not have to pay for additional management services on a per-incident basis, then they can simply upgrade to an option that provides more hours. The upgrade cost is simply the difference between the cost of the client's current option and the cost of the one to which they are upgrading. Such a plan upgrade would result in the client having additional management hours equal to the difference in coverage of the two plans, and would expire on the same date as the original maintenance option.

Please see the reverse side for the current list of available maintenance options and payment details.

## Web Site Training

If requested, we will provide on-site training on any aspect of a client's web site. The cost of this training is currently \$35/hour; travel time from Light Weaver's office in Kingston, TN to the client location is also billed at \$35/hour with a \$15 minimum charge.

# Maintenance Discount Schedule

(All prices are based on a standard billout rate of: **\$35/hour**)

Annual Web Site Maintenance, Option 1 – Maximum Hours: 15

Number of Payments	Each Payment is	Normal Total Price	Discounted Total Price	Savings
<input type="checkbox"/> 1	\$446.25	\$525.00	\$446.25	15.00 % ( \$78.75)
<input type="checkbox"/> 2	\$232.97	\$525.00	\$465.94	11.25 % ( \$59.06)
<input type="checkbox"/> 3	\$161.87	\$525.00	\$485.61	7.50 % ( \$39.39)
<input type="checkbox"/> 4	\$126.33	\$525.00	\$505.32	3.75 % ( \$19.68)

Annual Web Site Maintenance, Option 2 – Maximum Hours: 30

Number of Payments	Each Payment is	Normal Total Price	Discounted Total Price	Savings
<input type="checkbox"/> 1	\$777.00	\$1,050.00	\$777.00	26.00 % (\$273.00)
<input type="checkbox"/> 2	\$422.63	\$1,050.00	\$845.26	19.50 % (\$204.74)
<input type="checkbox"/> 3	\$304.50	\$1,050.00	\$913.50	13.00 % (\$136.50)
<input type="checkbox"/> 4	\$245.44	\$1,050.00	\$981.76	6.50 % ( \$68.24)

Annual Web Site Maintenance, Option 3 – Maximum Hours: 45

Number of Payments	Each Payment is	Normal Total Price	Discounted Total Price	Savings
<input type="checkbox"/> 1	\$1,149.75	\$1,575.00	\$1,149.75	27.00 % (\$425.25)
<input type="checkbox"/> 2	\$628.13	\$1,575.00	\$1,256.26	20.25 % (\$318.94)
<input type="checkbox"/> 3	\$454.13	\$1,575.00	\$1,362.39	13.50 % (\$212.61)
<input type="checkbox"/> 4	\$367.18	\$1,575.00	\$1,468.72	6.75 % (\$106.28)

Annual Web Site Maintenance, Option 4 – Maximum Hours: 60

Number of Payments	Each Payment is	Normal Total Price	Discounted Total Price	Savings
<input type="checkbox"/> 1	\$1,512.00	\$2,100.00	\$1,512.00	28.00 % (\$588.00)
<input type="checkbox"/> 2	\$829.50	\$2,100.00	\$1,659.00	21.00 % (\$441.00)
<input type="checkbox"/> 3	\$602.00	\$2,100.00	\$1,806.00	14.00 % (\$294.00)
<input type="checkbox"/> 4	\$367.18	\$2,100.00	\$1,953.00	7.00 % (\$147.00)

Annual Web Site Maintenance, Option 5 – Maximum Hours: 75

Number of Payments	Each Payment is	Normal Total Price	Discounted Total Price	Savings
<input type="checkbox"/> 1	\$1,863.75	\$2,625.00	\$1,863.75	29.00 % (\$761.25)
<input type="checkbox"/> 2	\$1,027.03	\$2,625.00	\$2,054.06	21.75 % (\$570.94)
<input type="checkbox"/> 3	\$748.13	\$2,625.00	\$2,244.39	14.50 % (\$380.61)
<input type="checkbox"/> 4	\$608.67	\$2,625.00	\$2,434.68	7.25 % (\$190.32)

Annual Web Site Maintenance, Option 6 – Maximum Hours: 90

Number of Payments	Each Payment is	Normal Total Price	Discounted Total Price	Savings
<input type="checkbox"/> 1	\$2,205.00	\$3,150.00	\$2,205.00	30.00 % (\$945.00)
<input type="checkbox"/> 2	\$1,220.63	\$3,150.00	\$2,441.26	22.50 % (\$708.74)
<input type="checkbox"/> 3	\$892.50	\$3,150.00	\$2,677.50	15.00 % (\$472.50)
<input type="checkbox"/> 4	\$728.44	\$3,150.00	\$2,913.76	7.50 % (\$236.24)

Please check one of the maintenance options and payment methods above and return a copy of this page with your payment of the discounted price (make payable to "Light Weaver Group") to:

Light Weaver Group  
 243 Grant Farm Road  
 Kingston, TN 37763-5332

