

## **Web Site Maintenance Policy**

Updated January 7<sup>th</sup>, 2010

This policy document describes the rules, procedures, and pricing for maintaining web sites developed by North Point Design. North Point Design's commitment to our clients is to offer quality and professional web site design and maintenance services for small businesses, churches, and non-profit organizations.

Web sites that are hosted on a North Point Design server and/or using one of our systems (Auxano CMS, Business CMS, or Web Site Manager) will automatically receive maintenance and product updates to the server, system, email, and domain name. We also include training and education for our systems to all clients. Your web site may be using third-party components/systems such as web trackers, weather info-feeds, third party software and/or CMS's (content management systems), or hosted by a third party. We have no control over third party hosting companies, sites, or systems and take no responsibility for loss of information due to actions of these sites or companies. Any changes to your site stemming from requirements of these third party components or systems will be billed at the appropriate hourly rate. For example, an e-Commerce site may use Authorize.net. If Authorize.net requires changes in the code, this will be billed at the appropriate rate. Clients are responsible for any additional fees charged by third parties.

- All web site updates and maintenance requests should be submitted electronically (by email) to [support@northpointdesign.com](mailto:support@northpointdesign.com). Attachments should be in .txt, .pdf, or .doc (Word) format. Pictures need to be .jpg or .gif.
- Routine or regular updates and maintenance requests are completed within 1 to 3 business days of the submitted request (depending on the volume of the maintenance requests). Requests are placed into a queue and are administered on a first-come, first-served basis. Requests submitted after hours, on weekends, or holidays will be placed in the maintenance queue on the next business day. The timeframe for custom graphics, programming, or Flash requests will be quoted by project.
- Billing time is based by the quarter hour and there is a quarter hour minimum charge for updates. Although we make every effort to make accurate changes, it is the client's responsibility to review updates and notify us of any necessary changes that need to be made. We do not charge for changes that are our fault. However, if a change needs to be made due to client error, the appropriate hourly fees will be charged.

### **Regular or Routine Maintenance**

Routine web site maintenance requests are charged at a rate of \$45 per hour.

- Adding, updating, or removing existing web site content such as text, links, images, or documents
- Adding and removing web pages (within the current design frame)
- Adding, updating and removing products from online catalogs
- Resizing and uploading images
- Converting and uploading video and audio
- Web site optimization for search engines and META information updates
- Search engine and web directory submissions
- General web and internet education and consulting
- Fixing site errors
- Training for third party systems

### **Custom Graphics**

Custom graphic requests are charged at a rate of \$85 per hour.

- Creation or updates of banners, buttons, icons, graphic advertisements, custom textures, backgrounds, or any custom graphic design
- Redesign of site layout or templates (web design layouts can also be quoted on a per project basis)
- Logo design (logo design concepts can also be quoted on a per project basis)
- Print layouts for flyers, brochures, postcards, and business cards (print packages are available)

## **Programming**

Programming requests are charged at a rate of \$85 per hour.

- Customization, updates, and creation to North Point Design CMS modules or functionality
  - Auxano CMS (CMS for churches and organizations)
  - Business CMS (CMS for small business)
  - Adding or updating programs for Informational/Brochure web sites
    - This includes the creation or editing of XHTML/CSS pages and templates (complete web page layouts can also be quoted on a per project basis)
- Customization, updates, and creation for clients on third party systems must receive approval from North Point Design prior to performing maintenance or updates.

## **Flash**

Flash requests are charged at a rate of \$85 per hour.

- Flash is a popular method for adding animation and interactivity to web pages; Flash is commonly used to create animation, advertisements, web page components, and integration of video and audio into web pages
- Pre -developed Flash components are also available at a set rate (i.e. Photo Galleries, Banner Rotators, etc.).