

# ClientWave | Maintenance Agreement

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## Introduction

ClientWave offers an optional agreement to cover all ongoing amendments to the website after launch.

The agreement is currently offered at £150.00 per quarter (£50.00 pcm)

The agreement is payable in advance and ensures that ClientWave maintains the appropriate levels of commercial and technical resource in order to provide advice and website maintenance within twenty-four hours of receipt of enquiries and / or update requests.

This agreement is renewable quarterly and provides a means of budgeting for the upkeep of the website without having to worry about ad hoc or spiralling costs.

*The maintenance agreement covers, but is not limited to the following services;*

- twenty-four hour response times
- out of hours communications
- free commercial and technical advice
- account management and telephone support
- supplier image sourcing and administration
- generic image sourcing, licensing and administration
- navigation system amendments and testing
- copy / content sourcing and implementation
- javascript sourcing, licensing and administration
- site improvement suggestions
- automatic browser compliance updates and testing
- cross browser compliance and testing
- site performance testing
- keyword "tweaking" and source code amendments
- updates to all existing text and or image / photo / flash content
- search engine submissions and site map maintenance
- visitor statistic reports
- email administration and support
- website backup and restore maintenance
- file transfer logging and reporting
- domain name renewals and administration

Under the content management agreement, ClientWave also offers significant discounts from additional products and services such as;

- eNewsletter design and distribution
- eCommerce systems (shopping carts)
- virtual salon / clinic tours
- Adobe .pdf creation and inclusion
- client database management
- text marketing campaigns
- business training courses
- additional website pages / feedback forms / contact forms

In the absence of a current Maintenance Agreement, the website is backed-up to CD or DVD, documented and securely stored.

No ongoing or pro-active support, management, maintenance or administration undertaken without a current content management agreement and our response to incoming enquiries and / or update requests are actioned on a best endeavours basis.

**Note:** On average ClientWave spends approximately two hours a week maintaining each client website over and above the provision of website updates and amendments.