WEBSITE MAINTANENCE AGREEMENT

PROJECT- Catalyst PR

Submitted by

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Website Maintenance

Website maintenance is the act of regularly checking your website for issues and mistakes and keeping it updated and relevant. This should be done on a consistent basis in order to keep your website healthy, encourage continued traffic growth, and strengthen your SEO and Google rankings.

Keeping a website well maintained and attractive is important to companies big and small in order to engage and retain customers. It's easy for businesses, especially start-ups, to cut corners and let a few tasks slide. Website maintenance can easily become one of those things as it doesn't always present immediate issues. However, just like your health can fall apart if you go too long without a regular check-up, so can the health of your website.

Regular monitoring of your website is a must for keeping your business running smoothly.

Why Is It Important to Do Website Maintenance?

Many new businesses already have a lot on their plates without worrying about constantly checking in on their website/ web-app. It's tempting to buy a domain name, throw up something temporary, and just worry about it later. There are many reasons why this is not a good idea. Maintaining a current, healthy, and active website is important for a number of reasons.

Customer Attraction/Engagement

If your website is gaining attraction and traffic, it's important to keep those potential customers. If they aren't able to find what they are looking for, current information and relevant content, there is a good chance you'll lose interest quickly. In order for your website to be the useful tool you want, you'll need to ensure it is free from typos and grammar issues, has any and all information a customer could want, and looks engaging and consistent.

Security

This is the single most important reason to keep website maintenance on your radar, particularly if your website is storing any form of customer information. If you are using a website building platform like WordPress or Wix, you must ensure that you are installing

regular software updates and security patches. It can be easy and attractive for hackers to find and target websites that have sat dormant for too long.

Keep up with Trends in Design and Technology

The sleeker your website is, the more you'll convince potential customers that you are their ultimate choice. If you're staying on top of your website maintenance, you'll also have the opportunity to be an early adopter of new website technology that will help the back-end run more smoothly. If you're installing software updates regularly, you'll be able to take advantage of new features that install along with the updates.

Why Social Eagle Infotech?

❖ Experienced Professionals

The Social Eagle InfoTech website maintenance team is made up of full / part time professionals each with more than three years of web design experience.

❖ Customer Service

Social Eagle InfoTech website maintenance experts are friendly, courteous, and most importantly, responsive to your web maintenance needs. They will always provide an estimate of the number of hours it should take to do the job and notify you by telephone or email upon completion.

❖ Website Maintenance Policy

We define "Maintenance" as keeping the web site current. It is not intended to be a new design.

We maintain a current backup, and archive all submitted files for your website.

We reserve the right to distinguish between "updates" and "new designs". Changing the navigation, the adding of new pages, graphic changes, buttons, etc. are considered new designs and charged accordingly to our hourly design rate.

 It is the client's responsibility to review updates and notify us of any necessary changes that we need to make. There will be no charge for any errors on our part. However, if a change needs to be made due to client error, the regular hourly update fees will be charged. Your

rate is calculated on the total time involved in completing the updates. Billing occurs on the 30th day from your contract date every month.

Updates should be provided electronically (by email) as much as possible. Attachments should be in text format (.txt or Word .doc formats are fine). Send digitized pictures in common format such as .jpg, .gif, .ai, .psd, .png, .bmp, etc. Updates may also be sent by postal mail or by fax. This will require retyping data or the scanning of photos and will cost more to complete your changes.

Your web site may be using third-party components. We have no control over what third party sites do and take no responsibility for loss of information due to actions of these sites. Any changes to your site stemming from regulations of these third party components will be billed at the normal maintenance rate.

Maintenance Agreement

1. Graphics & Animation Updates – adding, editing and sizing of any pictures / animations to the existing website which does not fall under the scope of the layout or actual design of existing website.

2. Website Content Updates – adding, editing and/or removing any text or copy on the existing site including any articles, reports, contact information and product or service description.

3. Script / Program Updates – adding, editing, removing and installing any scripts, programs or software to the existing website can be done under the scope of this contract provided it does not change the overall design or look of the site more than 30%. If this will change the existing website more than 30% then it would fall under the scope of a **New** or **Redesign Contract.**

4. Services We Offer

- ❖ Weekly 1-hour Testing.

- ❖ Smoke Testing.

- ❖ Check Page Load Time.

- ❖ Check all inquiry Form.

- ❖ Scan Website and resolve malicious file issue.

- ❖ Data Backup – quarterly.

- ❖ Server Maintenance.

- ❖ Monthly Website Traffic Report.

- ❖ Keep Database optimized.

- ❖ Constantly check bugs, errors, missing links, etc.

- ❖ An additional support will be available from our end when the user has any request.

AMC ESTIMATION

Description	PRICE
AMC (12 months)	21000/- INR
GST (18%)	3780/- INR
Total	24780/- INR

Payment Terms

- ❖ 100% payment before initiation of the project.
- ❖ Payment Mode: Cash/Cheque in favour of 'Social Eagle Infotech'.