



Website Maintenance Agreement Summary

Description of Services

Website services provided under our Website Maintenance Agreement are as follows:

1. Monitoring of performance and corrective maintenance of overall Website.
2. Monitoring search engine results and making modifications to increase rankings. We offer no guarantee that your ranking will actually increase within a short time. Our lack of a guarantee is because one of the factors considered by search engines is how long the Website has been on the Internet. Other factors include, search engine algorithms constantly change, and it now takes more than good keywords to get into the top percentile. Search engine optimization is a science that requires time and dedicated work.
3. Disaster recovery preparations (keeping a backup copy of your Website).
4. Recovery and restoration of Website and data in case of loss.
5. Controlling access rights to Websites using an authentication method.
6. Updating Database for database driven Websites.
7. Updating information contained on Web pages.
8. Adding new pages to an existing Website.

Hourly Rates for Website Maintenance and Support ¹

Maintenance Agreement ²	Scheduled Service (8:30am-5:00pm Monday to Friday)	Emergency Service (After hours, weekend, holidays)
None	\$70.00	\$110.00
Contract – A (5 hour time block)	\$60.00	\$100.00
Contract – B (10 hour time block)	\$55.00	\$95.00
Contract – C (15 hour time block)	\$50.00	\$90.00

Terms

¹ Search Engine Optimization check (weekly monitoring of search engine reports) is billed at a flat rate of 1 hour per month. This is only the monitoring aspect of SEO. Any modifications made to the Website to increase your rank will be billed independently.

² Minimum billing for on-site support is 2 hours, plus one-way travel time (one half of one hour). Additional on-site time is billed in 20-minute increments. Remote and phone support services are billed in 15-minute increments. All other time will be billed in 20-minute increments.

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Non-Solicitation of Employees

At all times during the term of the business relationship between XCOM Network Solutions and the Customer, including a period of two (2) years thereafter, the Customer agrees not to, directly or indirectly, employ, attempt to employ, recruit or otherwise solicit, induce or influence to leave his/her employment, any employee of XCOM Network Solutions.

The Way It Works

You select the amount of hours you want covered by your agreement, either 5, 10, or 15, and pay the hourly rate for that block times the amount of hours, e.g., if you wanted a 10 hour block it would cost the hourly rate of \$55 times 10 hours, or \$550. That amount is paid in advance and any work done to your site is deducted from that amount. When your balance reaches \$100, XCOM will notify you that your agreement balance is low and give you the opportunity to renew your agreement. When you renew your Website Maintenance Agreement, you can select a different block of hours and pay the respective rate.