

# JSL Web Design

[www.jslwebdesign.co.uk](http://www.jslwebdesign.co.uk)

## Monthly support options

Choosing a monthly support package is an ideal way of ensuring that your website stays in top condition and has safeguards in place to minimize the risk of cyber/malware attacks. Save on the cost of content updates, benefit from inclusive web design time, and reduced additional work.

| <b>Budget</b>   | <b>Premium</b>  |
|---|---|
| Priority response (within 48 hours)   | Priority response (within 24 hours)   |
| Up to 1 hour's website support/maintenance/page revisions/updates/training per month ( <i>this does not include redesign of website</i> ) | Up to 2 hour's website support/maintenance/page revisions/updates/training per month ( <i>this does not include redesign of website</i> ) |
| Software/theme/plugin upgrades – essential maintenance to ensure optimal operation and minimise risk of cyber/malware attacks             | Software/theme/plugin upgrades – essential maintenance to ensure optimal operation and minimise risk of cyber/malware attacks             |
| Bug fixes   | Bug fixes   |
| Monthly data backups  | Weekly data backups   |
| 10% reduction in standard hourly rate of £45 (or part thereof) for additional work. Minimum charge is per 15 minutes                      | 15% reduction in standard hourly rate of £45 (or part thereof) for additional work. Minimum charge is per 15 minutes                      |
| No administrative charges for domain name and web hosting renewal (usual charge £10 each plus renewal costs)                              | No administrative charges for domain name and web hosting renewal (usual charge £10 each plus renewal costs)                              |
| <b>Advance monthly cost: £40.00</b>   | <b>Advance monthly cost: 80.00</b>  |

Monthly support packages are paid on invoice 3, 6 or 12 months **in advance**, either by cheque or via online bank transfer.