

Website Maintenance Agreement

The Sterling Group will maintain your website and make the necessary changes and updates per your request. We offer 5 different plans, one for everyone. Our basic plan starts at \$30 per half hour on a monthly basis. This will allow enough time for several text changes, a few picture changes, a featured product, possibly a special promotion or a few changes similar to these. We will also monitor your site weekly for proper functionality.

Why Should We Maintain Your Website?

- Your time will be freed up to run your business instead of spending hours learning how to maintain your site
- Our quick response time for updates and changes will always keep your site fresh
- We use extreme care while making changes and updates. We know that your site and the information you supply are important to you and your business
- Having us monitor your site will assure that it is functioning properly and accurately
- We maintain a current backup, and archive all submitted files for your website

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.

Your site will be submitted to popular search engines. In an attempt to make sure your site is valid, you may receive confirmation from them. It's your responsibility to continue registration and confirmation.

Updates are completed within 3 working days of the time they are received, except weekends and holidays. We offer same day rush service if needed for an additional charge of \$50.00. Updates received after 3:00 P.M. PST are not scheduled until the next business day unless prior arrangements have been made.

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.

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.

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

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 formats such as .jpg, .gif, .ai, .eps, .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.

Website Hourly Rate \$75 hr.

30 minute Minimum on all Maintenance Work

Sterling Plan #1	Once a Month	\$30 per Month	Up to 1/2 hr. per Month
Sterling Plan #2	Once a Month	\$65 per Month	Up to 1 hr. per Month
Sterling Plan #3	Once a Week	\$130 per Month	Up to 1/2 hr. per Week 2 hrs. per Month
Sterling Plan #4	Once a Weekday	\$630 per Month	Up to 1/2 hr. per Weekday 11 hrs. per Month
Sterling Plan #5	Once a Day Including weekends	\$990 per Month	Up to 1/2 hr. Everyday 15 hrs. per Month

All packages require a 1-year service contract. Payment can be paid in full at the time of signing the contract, or every 30th day from your contract date we will bill you by direct debit via a credit card.

We are always available to quote other options and possibilities.

Customer: _____ Date: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ E-mail: _____

Plan: _____ Cost: _____ Credit Card: _____

Website: _____ Password: _____

Signature: _____ Date: _____