

WEBSITE SUPPORT AND MAINTENANCE PACKAGES



LET US HELP YOU KEEP OUR WEBSITE WORKING

Getting a great website designed and built is only part of the solution for your company's online presence. What every business should have to back this up, is a reactive and responsive web support service, post launch.

Problems can and do occur from time-to-time, as web-based technology is fast-paced and continually changing. On top of this, there will always be those occasions when you will want to make urgent changes to your site prior to an important presentation, business meeting or when your products or services change.

At PixoLabo, we can offer your business a cost effective service to help ensure your business receives the technical support it deserves. We offer a range of website support and maintenance services to suit your requirements and budget, helping you to keep your website up-to-date. Our team will work with you to ensure that we provide a real-time solution that is measurable for your aims and objectives.

We look forward to helping you meet and exceed your online objectives.

WEBSITE SUPPORT AND MAINTENANCE PACKAGES

Pay-Per Incident Support - US\$ 95.00 per hour

Need occasional help updating or adding something to your website? This service is perfect for you.

- No monthly commitment. Use this service occasionally or as often as you need it.
- 5-8 business days turn around time.

Essential Website Support - US\$ 95.00 per Month

- Email Support: Send us an email when you have questions about your website and we will assist you with either written or telephone instructions.
- Up to 1 hour work on your site each month for minor changes to existing website content with all text and images supplied to us digitally. (**Unused hours do not rollover**).
- Monthly back-up of your database and site content.
- 5-7 business days turn around time.
- Additional time billed at US\$ 75.00 per hour.
- Minimum 12 month contract.

Premium Website Support - US\$ 195.00 per month

In addition to the services offered in our Essential Website Support package you will also receive:

- Up to 2 hours work on your site each month for changes to existing website content with all text and images supplied to us digitally. If you're pressed for time or resources, we can help you add or edit content on your website, with all text and images supplied to us digitally (**Unused hours do not rollover**).
- Weekly back-up of your database and site content.
- Weekly security audit & scan of site-wide files to secure and protect against your site being hacked.
- CMS Updates: We'll update your website when a new, stable release, of the CMS is available.
- Extension Updates: Updates to the latest stable release of supported extensions if required.
(**Depending on the framework your site is built in, this may require a yearly license fee for some extensions - invoiced separately.**)
- 3-5 business days turn around time.
- Additional time billed at discounted rate of US\$ 65.00 per hour.
- Minimum 6 month contract.

Platinum Website Support - US\$ 375.00 per month

In addition to the all services and features offered in our Premium Website Support package you will also receive:

- Daily back-up of your database and site content.
- Daily security audit & scan of site-wide files to secure and protect against your site being hacked.
- Up to 4 hours work on your site each month for changes to existing website content with all text and images supplied to us digitally. If you're pressed for time or resources, we can help you add or edit content on your website, with all text and images supplied to us digitally (**Unused hours do not rollover**).
- Up to 2 hours of support for SEO updates each month. If you are concerned about your search visibility and rankings we can work with you to add new content, link building, and fine-tune your on-page and on-site SEO, with all required text and images supplied to us digitally (**Unused hours do not rollover**).
(Depending on the framework your site is built in, this may require a yearly license fee for some extensions - invoiced separately.)
- Up to 2 hours of support for website pagespeed and performance optimization each month. If your website is not loading fast enough, or you experience other performance related issues, we will work with you to optimize your images, remove performance bottlenecks, and implement other site performance strategies as required (**Unused hours do not rollover**).
(Depending on your site, this may require a yearly license fee for required third-party services or extensions - invoiced separately.)
- 1-3 business days turn around time.
- Additional time billed at discounted rate of US\$ 55.00 per hour.
- Minimum 6 month contract

Website Support Package Add-Ons

The following add-ons can be added to any of our website support packages at any time on a pro-rated basis.

- Branded email accounts - Setup Fee US\$ 75.00 plus US\$ 15.00 / month each.
- Spam protection - US\$ 7.50 / month
- Comment monitoring and approval - US\$ 35.00 / month.
- Real-time uptime monitoring and reporting - US\$ 50.00 / month
- Page speed monitoring and reporting - US\$ 5.00 / monthly, US\$ 15.00 / weekly

SUPPORT COMPARISON

	Essential	Premium	Platinum
Email Support	✓	✓	✓
Hours per Month	1/2	1	2
Changes to Content	✓	✓	✓
CMS Updates	✓	✓	✓
Extension Updates		✓	✓
Site Backup	Daily	Daily	Daily
Site Audit / Malware Scan		Weekly	Daily
SEO Updates			✓
Performance Improvements			✓
Turnaround Time	5-7 Days	3-5 Days	1-3 Days
Additional Hourly Rate	US\$ 75.00	US\$ 65.00	US\$ 55.00
Contract Terms	12 Months	6 Months	6 Months
Monthly Cost	US\$ 95.00	US\$ 195.00	US\$ 375.00

Our Pay-Per Incident Support can be used at anytime, just email support@pixolabo.com and let us know what you need.

To sign-up to one of our Monthly Support Packages, contact us by emailing support@pixolabo.com to discuss your requirements.

Support is only offered during office hours of 9am to 5.00pm Monday to Friday. It does not cover periods when the office is closed, including weekends, national holidays and the annual office closures during Golden Week, Obon, and over the New Years Holiday period. **(Dates will be announced).**

E-COMMERCE SUPPORT AND MAINTENANCE PACKAGES

Pay-Per Incident Support - US\$ 125.00 per hour

Need occasional help updating or adding something to your e-commerce store? This service is perfect for you.

- No monthly commitment. Use this service occasionally or as often as you need it.
- 5 business days turn around time.

Essential E-Commerce Support - US\$ 225.00 per Month

- Email Support: Send us an email when you have questions about your website and we will assist you with either written or telephone instructions.
- Up to 1 hour work on your site each month for changes to existing website content with all text and images supplied to us digitally. If you're pressed for time or resources, we can help you add or edit content on your website, with all text and images supplied to us digitally (**Unused hours do not rollover**).
- Up to 1 hour of support for e-commerce product updates each month. If you're pressed for time or resources, we can help you add or edit products on your website, with all text and images supplied to us digitally (**Unused hours do not rollover**).
- Daily back-up of your e-commerce site, data base, products, and content.
- Weekly security audit & scan of site-wide files to secure and protect against your site being hacked.
- Platform Updates: We'll update your website when a new, stable release, of your CMS and e-commerce platform is available.
- Extension Updates: Updates to the latest stable release of supported extensions if required.
(Depending on the framework your site is built in, this may require a yearly license fee for some extensions - invoiced separately.)
- 3-5 business days turn around time.
- Additional time billed at our hourly rate of US\$ 75.00 per hour.
- Minimum 6 month contract.

Premium E-Commerce Support - US\$ 425.00 per month

In addition to the services offered in our Essential E-Commerce Support package you will also receive:

- Up to 2 hours work on your site each month for changes to existing website content with all text and images supplied to us digitally. If you're pressed for time or resources, we can help you add or edit content on your website, with all text and images supplied to us digitally (**Unused hours do not rollover**).
- Up to 2 hours of support for e-commerce product updates each month. If you're pressed for time or resources, we can help you add or edit products on your website, with all text and images supplied to us digitally (**Unused hours do not rollover**).
- Daily back-up of your e-commerce site, data base, products, and content
- Daily security audit & scan of site-wide files to secure and protect against your site being hacked.
- Up to 2 hours of support for SEO updates each month. If you are concerned about your search visibility and rankings we can work with you to optimize product listings and descriptions, link building, and fine-tune your on-page and on-site SEO, with all required text and images supplied to us digitally (**Unused hours do not rollover**).
(**Depending on the framework your site is built in, this may require a yearly license fee for some extensions - invoiced separately.**)
- Up to 2 hours of support for website pagespeed and performance optimization each month. If your website is not loading fast enough, or you experience other performance related issues, we will work with you to optimize your images, remove performance bottlenecks, and implement other site performance strategies as required (**Unused hours do not rollover**).
(**Depending on your site, this may require a yearly license fee for required third-party services or extensions - invoiced separately.**)
- 1-3 business days turn around time.
- Additional time billed at discounted rate of US\$ 55.00 per hour.
- Minimum 6 month contract.

E-Commerce Support Package Add-Ons

The following add-ons can be added to any of our e-commerce support packages at any time on a pro-rated basis.

- Sales and order tracking - US\$ 125.00 / monthly, US\$ 325.00 weekly, US\$ 1,750.00 daily
- Complete store management - US\$ 2,500.00 / month
- Product image optimization - US\$ 12.50 / image (**10 image minimum**)*
- Branded email accounts - Setup Fee US\$ 75.00 plus US\$ 15.00 / month each.
- Spam protection - US\$ 10.00 / month
- Comment monitoring and approval - US\$ 75.00 / month.
- Real-time uptime monitoring and reporting - US\$ 75.00 / month
- Page speed monitoring and reporting - US\$ 5.00 / monthly, US\$ 15.00 / weekly

* Product image optimization services are billed at the time service is provided.

SUPPORT COMPARISON

	Essential	Premium
Email Support	✓	✓
Hours per Month	1	2
Changes to Content	✓	✓
Product Updates	✓	✓
CMS Updates	✓	✓
Extension Updates	✓	✓
Site Backup	Daily	Daily
Site Audit / Malware Scan	Weekly	Daily
SEO Updates		✓
Performance Improvements		✓
Turnaround Time	3-5 Days	1-3 Days
Additional Hourly Rate	US\$ 75.00	US\$ 55.00
Contract Terms	6 Months	6 Months
Monthly Cost	US\$ 225.00	US\$ 425.00

Our Pay-Per Incident Support can be used at anytime, just email support@pixolabo.com and let us know what you need.

To sign-up to one of our Monthly E-Commerce Support Packages, contact us by emailing support@pixolabo.com to discuss your requirements.

Support is only offered during office hours of 9am to 5.00pm Monday to Friday. It does not cover periods when the office is closed, including weekends, national holidays and the annual office closures during Golden Week, Obon, and over the New Years Holiday period. **(Dates will be announced).**

WEBSITE AND E-COMMERCE-SUPPORT POLICIES

We define "Maintenance and Support" as keeping the web site current. It is not intended to include a new design of your current website.

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 existing images and/or updating existing text content are considered updates and included in our maintenance packages as stated. Changing the navigation, the adding of new pages, graphic changes, buttons, website functionality, etc., are considered new designs and charged accordingly to our hourly design rate.

IT and technical support services, such as domain and DNS support, email set-up and configuration, installing and configuring plugins and extensions, etc., are **NOT** included in our support packages, and billed at our regular hourly 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.

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 and graphics in common formats such as .jpg, .png, .ai, .psd, .eps, etc. Updates may **NOT** be sent by postal mail or by fax.

Your website may be using third-party extensions and/or services. 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 requirements and/or changes of these third party components and services will be billed at the normal maintenance rate.

Unless specifically stated in writing our support packages do **NOT** include any applicable costs and fees charged by third-party service providers. We will invoice clients separately for any applicable third-party charges and fees. Clients may also purchase their own third-party extensions or services and provide us with the extensions or functionality to be installed or configured for their site or e-commerce store.

In order to provide maintenance and support services we will require full admin level access to your website or e-commerce store.

In order to provide maintenance and support services we may require access to client email, domain registrar, search analytics, payment service provider, email marketing, social media or other accounts. In that case we will inform the client via email why and for how long such access is required.

Clients wishing to terminate any support contract must inform us via email no less than 30 days before the end of their current service contract. If the client website is hosted by us any service contract will be converted to the corresponding website or e-commerce hosting-only contact at the end of the current contract period.

Clients wishing to terminate a service contract and/or move their website or e-commerce store will be charged a website migration fee depending on the size and nature of their website or e-commerce store.

Revised and updated January 2022.



AXiS 502, 6-6 Umedamachi, Aoba-ku, Sendai-shi 980-0005 Japan
T: +81 090 6629 1125 | **E:** hello@pixolabo.com | <https://pixolabo.com>