



Website Support Agreement

APE AV

This agreement is between APE AV and **Client/company**, the Client.

Client is contracting APE AV as a provider of web site maintenance services. Services not considered 'standard website maintenance' are subject to a separate billing arrangement are not included within this agreement.

What IS included in this agreement:

1. Edit, revise, update or create new textual/minor graphical content.
2. Consultation, and guidance on the use of the web site.
3. Onpage SEO such as Meta tags (title, description, keywords), alt tag, h1, h2, h3.
4. Regular monitoring and updating to ensure impeccable performance across all major browsers due to the fact that not all browsers render sites in the same way.
5. Protection against hackers from gaining access to your site.
6. Regular and thorough backups of your site so that it may be fully restored in case of loss.
7. We're here should you need us for consultation and advice.
8. Monitoring your website functionality to ensure that everything is working as it should and upgrade where necessary. Some plugins may become outdated and no longer work with the newest version of your website software. Plugins may need upgrading to accommodate the newer version or become obsolete with the improvements in the website software.
9. Downtime is highly inconvenient for any website owner and when it happens it is important to have someone on hand to help. We can assist you by liaising with the hosting company to sort out the situation as quickly as possible.

APE AV have automatic monitors to alert us via SMS and email of any downtime incidents or when our defined indicators of compromises (IoCs) are triggered. In this instances, APE AV will aim restore access to your website as soon as is possible. Where there are larger issues on-going (such as with our Internet Service Provider (ISP) resulting in loss of internet to the servers), we will alert you and ensure that appropriate provisions are put in place.

What is NOT included in this agreement:

1. Web site redesign, re-alignment or re-development equalling more than 50% change to web page, web site, web graphics on the website (i.e. 4 graphics on website, and you want 3 changed, there is a charge for anything above 2, meaning 50%)
2. CMS design or integration including but not limited to blogs, shopping carts and web forums. These require a separate design agreement.

Total Agreement:

APE AV shall provide Client with minor updates to the web site for an indefinite period of within this contract. The contract will be paid on a Monthly Basis with the 1st payment due within thirty days of receipt of first invoice, with each subsequent invoice being submitted on the last working day of each month. Client has the opportunity to pay up-front for the period of one year. If the Client wishes to do this, they are to notify APE AV who can make this provision available.

During the duration of this contract, the Client agrees that APE AV will be the sole provider of maintenance services for the web site, and no other party will have access to or rights to change the web site. If a party other than APE AV makes changes to the web site, any errors that are created must be repaired and will be charged for at a separate rates.

Deadlines & Deliverables:

APE AV will respond to all maintenance requests from Client within 24 hours on weekdays and 48 hours on weekends, via email or phone, with a confirmation that the request was received, and an estimated completion date for each action item in the request. Maintenance requests received after 18:00 GMT may not be completed until the next business day unless prior arrangements have been made. Most work will be done within this time frame, this is mostly precautionary.

APE AV will adhere to all quoted deadlines for the deliverables in the maintenance requests at all possible costs. In the event that APE AV has any issues in delivering on a quoted deadline, Client will be notified via email or telephone the reasoning for any change.

Additional Services:

Any revisions, additions or redesign Client requests APE AV to perform that is not specified in this document shall be considered "additional" and will require separate agreement and payment. APE AV shall advise Client on any requested work that falls within these bounds.

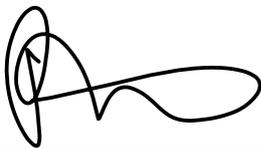
Authorisation:

Client hereby authorises APE AV to access their web hosting account, providing active user name / password combinations for access to the server via FTP, assuring that 'write permissions' are in place on said hosting provider. In most instances, Client website is hosted by APE AV and therefore this aspect is already managed.

Legal:

This Agreement shall be governed by and construed in accordance with the laws of the United Kingdom applicable therein.

Signing this document means you agree to the terms of this document "Web Maintenance Agreement".



Alfie Payne
APE AV

Client