

OGAL Web Design Care Plan

The Care Plan (also known as a Maintenance Plan) is a month-to-month contract for OGAL to provide ongoing services for your website. Ongoing maintenance of your website for backups, updates, licenses, support, security and any edits is crucial to your website's success. Due to the nature of technology and content management systems, monitoring these aspects is a necessity. OGAL Web Design's 'Care Plan' is designed to help you fully manage your website for a monthly fee of \$75.

There is no long-term commitment, and is billed for the future month's service (ie. May's Care Plan payment is due at the end of April). You can cancel at anytime and assume these responsibilities on your own.

What does the Care Plan cover?

Hosting. Your website will be hosted on OGAL's shared servers (as a sublease of space) so that it can be delivered to users across the world. Our servers have a 99.9% uptime and 24/7 technical support. Hosting can be purchased separately for a fee of \$15, but does not come with any of the other Care Plan features.

Incremental Backups. If you purchase a care plan, OGAL will install a service that automatically backs up your entire website. From that initial backup forward your site will be scanned and any changes to the site (including comments, updates, licenses, etc.) will be added to the backup. 14 days worth of backups will be kept on hand at any time. Backups that go further back than 14 days will be purged.

Updates. Most content management systems (CMS), especially open-sourced software like Wordpress, are frequently updated for functionality and security. While these updates happen sporadically, OGAL will download and install updates once a month (excluding crucial security updates, which will be installed as they become available). Updates will include any 3rd party plugins, software or applications.

Security. No matter the platform, technology is always subject to vulnerabilities. Your website is no exception. Your Care Plan will help keep your page secure by real-time monitoring, security updates and patches

Licenses. Your site likely uses 3rd party plugins that are licensed to OGAL Web Design via a GPL license which allows us to use our license on your site. With our Care Plan you can retain the use of our license to ensure all updates to any of our roster of plugins. If you choose to forgo a Care Plan, the licenses for these plugins will be removed from your website but you will retain the functionality of the plugins up to the date the license was removed. You can acquire your own license for any of these plugins. For more information on what plugins you have and where they can be purchased, please email kyle@ogalweb.com. It's possible not ALL of your licenses will be covered under your maintenance plan. If OGAL Web Design has purchased a license that is for your use only we will inform you of what the renewal fees will be. It will be your responsibility to purchase those updates.

Analytics. Our Care Plan members will receive Google Analytics reports via a code that is placed into your website. Google Analytics allow you to track the usage of your website. Upon request we will grant

you access to these reports via the Google Analytics dashboard. If you would like to access these reports, please email kyle@ogalweb.com

Maintenance. It is likely that as time goes by you will want to make changes to your website. OGAL's hourly rate to make changes is \$75.00 per hour. Care Plan members will receive three (3) "Thirty-Minute Tasks" per month. This could include copy change, edits to photographs, or any other website change that can be done in 30 minutes or less. Any request that goes beyond the 30 minute cap will be billed at a discounted hourly rate of \$55 per hour.

Custom Email Addresses. With our Care Plan you can have your own personalised email address (ie yourname@yourdomain.com). You are allowed an unlimited number of custom email addresses. OGAL Web Design will provide you with the necessary information to add these emails to the mail client of your choice. We will not provide an email client, but we can provide you a list of free services. If you are interested in one of our recommended free email clients, please email kyle@ogalweb.com.

What the Care Plan does NOT cover.

- Any edit your page that requires more than 30 minutes. Care Plan members receive a discounted hourly rate of \$55 per hour for any work that takes longer than 30 minutes.
- Care plans do not include any graphic design. Any creation of ads, flyers, logos or graphics will be billed at our hourly rate of \$75.00 per hour.
- The Care Plan does not cover any social media management, directory listings (such as Google, Yahoo, Yelp, etc).
- Domain registration is not included in your care package. Domains are typically registered annually. We can handle that fee and registration for you, but you will be billed accordingly.