

## Aftercare Plans

We offer three Aftercare Plans to ensure your website stays up-to-date, fresh and, most importantly, is available online without restriction.

Base Plan		£59 per month
<b>Small Tasks</b>	30-minutes of small tasks per month may include updating a picture gallery with new images or adding in a new page/template to your website or updating content to keep the site fresh.	
<b>Standard Secure Server Certificate (SSL)</b>	Information users send you is encrypted and stops anyone from being able to understand it if intercepted. Plus, Google loves SSL and having one can benefit your profile in search results.	
<b>Regular Website Backups</b>	Frequent back-ups of your website to keep the latest version of your site safe and stored in the cloud.	
<b>Restore Back-ups</b>	Your website restored quickly if anything goes wrong.	
<b>Virus Protection</b>	Daily security monitoring to keep any nasty virus' out that could otherwise be downloaded by your visitors and cause infection in their computers.	
<b>Unlimited Managed Web Hosting</b>	Unlimited web space managed for you and including unlimited traffic, so there's plenty of space for all your visitors to get in, along with a 99.99% up-time.	
<b>Domain Name Renewal</b>	Optional domain name transfer or registration and on-going renewal.	
<b>Unlimited Number of Email Inboxes</b>	Never run out of email addresses and inboxes each with 10GB capacity.	
<b>Extended Warranty</b>	If your website runs into any bugs or errors these can be fixed, in addition to your monthly small tasks.	
<b>Priority Level 3</b>	Your requests will be prioritised over clients who haven't got an Aftercare Plan.	

Ecommerce Plan		£89 per month
All the benefits of Base Plan <b>plus...</b>		
<b>Additional Small Tasks</b>	1 hour in total per month.	
<b>Ecommerce Secure Server Certificate (SSL)</b>	A higher level of encryption is required to give confidence and protection for websites with ecommerce capabilities. This SSL delivers just that!	
<b>Software Updates</b>	Your website runs on software which will require frequent updating, the process can be delicate but is included as part of your Aftercare.	
<b>Annual Review</b>	Every 12 months your website will under-go a full MOT review and inspection and any fixes or updates required will be carried out at no additional cost and without affecting your monthly small tasks.	
<b>Priority Level 2</b>	Your requests will be prioritised over Priority Level 3 and clients who haven't got an Aftercare Plan.	

<b>Webmaster Plan</b>		<b>£199 per month</b>
All the benefits of Ecommerce Plan <b>plus...</b>		
<b>Additional Tasks</b>	2 hours in total per month.	
<b>Monthly Review</b>	Every month your website will under-go a full MOT review and inspection and any fixes or updates required will be carried out at no additional cost and without affecting your monthly small tasks.	
<b>Uptime Monitoring &amp; Performance Scans</b>	How much could it cost your business if your website is down? Monitoring your site every 5 minutes and reacting if there's a problem to make sure your site is always available.	
<b>Basic SEO</b>	A monthly mixture of adding new citations (e.g. directory entries) and placing relevant, unique, articles with prominent blogs to build authority and backlinks.	
<b>Blog Articles</b>	Writing 1 new blog article per month for your website, to keep your content regularly updated and grow your authority.	
<b>Priority Level 1</b>	Your requests will be prioritised over all other Aftercare Priority levels and clients who haven't got an Aftercare Plan.	

## Frequently Asked Questions

### 1) What is a Small Task?

A Small Task is considered as something that is minor update to the content or, sometimes, functionality of your website, such as updating a picture gallery with new images, or adding in a new page/template to your website or updating content to keep the site fresh.

### 2) Do Small Tasks roll over to the next month?

Unused minutes for Small Tasks can roll over for one month only, after that they are lost.

### 3) How do I pay for monthly Aftercare?

Aftercare is payable each month via Direct Debit. We will send you a very simple form to fill out to get you started with your Aftercare Plan.

### 4) If I have more than one website does Aftercare cover them all?

Aftercare plans operate as one Aftercare plan per website so if you had two website with us, it would require 2 Aftercare plans.

### 5) Is there a long contract?

Once you sign up to Aftercare you would be agreeing to 6 months Aftercare service.

### 6) How can I cancel?

You can cancel at any time after the initial 6 months, we just request 30 days' notice via email. Also note that web hosting, domain name and secure server certificate fees may become due after the end of an Aftercare Plan.

All prices exclude VAT @ 20%