



Websites often become neglected because the owner either doesn't have the time or skills necessary to perform proper maintenance on the site. Or, they don't have the budget to hire a full-time Webmaster. Working with Versatile Consulting Group is a cost-effective method for keeping your website looking fresh and up-to-date with our website maintenance services. We can keep your website running smoothly by monitoring its functionality while updating content and photos, calendared events or anything your website requires. Best of all, by working remotely, we can offer our services at an affordable price.

The benefits of working with us would include our high availability as we are virtually never "out sick" or "on vacation", thus increasing your businesses' efficiency.

We offer a variety of support services to fit your particular needs. Our services include vital areas such as updating and managing your website content, file uploads and downloads, update and manage your online store (where applicable), creating e-newsletters for mass distribution, graphic and web design, social media marketing, branding and so much more. We know how much you value both your time and money. Using our webmaster and website maintenance services allows you to concentrate on your core business activities. A website is often the lifeblood of a business or organization, so having timely and accurate updates keeps your site from becoming "stale".

If you do not currently have a domain or website host, we do offer both for a nominal fee (price varies based on length of hosting period and choice of billing method – rates available are for monthly, 6 months, 1 year or 2 year hosting agreements).

We offer a flat hourly rate with no hidden fees for ALL of our web services. Any out of pocket expenses needed for site maintenance will not be incurred without prior written approval.

We offer 2 different options that best fit your website needs and we are always flexible to make sure we fit not only your business needs but your budget as well.

Option 1: Services are offered and billed on a need-by/per request basis. We simply do what you ask, when you ask and are only billed for the time accrued per request as each one is completed. Each request is time logged in specific detail, with a start and end time down to the minute. You get exactly what you pay for and not a penny less. Nor do you pay a penny more.

Option 2: A Contracted Webmaster Package with a set amount of hours to fit your monthly needs. Packages start at 5 hours per month. To determine how many hours you may need for your site, a simple way to calculate is 30 minutes to 1 hour per page, depending on the detail and complexity of each page.

For example, smaller sites average 25 pages or less, medium sites average 26-40 pages, and larger sites are 41 and up. Each package is designed to fit all specific needs.

An additional benefit to choosing a package as opposed to per request is all packages receive a 5% - 20% Preferred Client Discount (before tax) depending on term length.

Here are just some of the services we offer and are included per month with your Contracted Webmaster Package. (Please see attached for a more detailed listing of services.)

- You will receive a predetermined set amount of hours (minimum of 5) of design/work/consult time per month at the hourly rate of \$50 per hour (pre-discount). We will change content within your site at your request. This includes changing or adding images, text, links, banner placement, etc. Just email the changes and we



will update your website within 48 hours of receipt of email. For changes that need to be completed sooner simply note the email as “urgent” and we will reply immediately upon receipt. You may also text us. If you have not received a response within 1 hour of sending your email, call us to make sure it was received.

- Removal/Archival of outdated material.
- Creation of additional pages as requested.
- Design and creation of graphics upon request.
- Set up new email accounts when needed. Just email us the new account information and we will set it up normally the same day.
- We also offer graphic and multi-media marketing design and promotion (i.e. E- Newsletters, event fliers, brochures, mass email distribution, Google AdWords campaigns etc.) that can be included in any package. These are all done at the same hourly rate, so hours can simply be added to any package to accommodate these services as well.
- Search Engine Optimization (SEO)

Flat Hourly Rate:

Standard (& Additional Hours) Rate: \$50 per hour

Package Rate: 5% off for 6 month term (\$47.50 per hour), 10% off for 12 month term (\$45.00 per hour), 15% off for 18 month term (\$42.50 per hour) or 20% off for 24 month term (\$40 per hour). Any term longer than 24 months will be discounted at 25% off (\$37.50).

The Packages

*All packages require a minimum six month term agreement. The minimum hourly package amount is 5 hours. They can be modified at any time during the contract period to better fit your needs if required.

Payment Terms

Packages:

First month's minimum payment is due in advance upon signing of agreement, then billed monthly on the 1st of every month and due immediately upon receipt. For additional hours incurred over any contracted package hours, they will be included on the following month's bill and are subject to the same terms. A late penalty charge of 1% of subtotal per day will be incurred for each day payment is not received after a 5-day allotted grace period from date of invoice.



Per Request:

Each request will be charged an initial \$100 deposit and then billed the balance upon completion which is due immediately upon receipt. A late penalty charge of 1% per day will be incurred for each day payment is not received after a 5-day allotted grace period from date of invoice.

Billing/E-Billing

All invoices are emailed unless otherwise requested.

Hours

All hours are logged in detail by start and end time down to the minute and are available for review upon request at any time.

For package hours, any unused time does rollover to the following month only and expires after 30 days. However, it is used before the prepaid package hours so they are not lost. Any unused prepaid package hours cannot be discounted off any following months. If after 3 consecutive months there are rollover hours, we will contact you to discuss modifying your package to better fit your needs.

For per request hours you will be billed for the exact amount of time accrued, so hours are prorated to the minute when necessary.

Accepted Forms of Payment

Cash, Check, PayPal – Please inquire for more information if you prefer this option.

Feel free to email us with any questions at any time to, gina@versatileconsultinggroup.com or by calling (888) 985-8524, and we will be happy to provide you with any additional information you need.

Sincerely,

Gina Burciaga
Director of Web Services