

Fissure Multimedia | Basic Maintenance Packages and Rates

| Package: | Hours Included | Discount (If Any) | Total Cost |
|--------------|----------------|-------------------|--------------------|
| Per Instance | 1 | 0 | \$45.00 (Per Hour) |

Standard Packages: (Standard rates are intended for low to medium maintenance HTML based sites)

| | | | |
|----------------------|-------------------|------|----------------------|
| Entry Level | 2 Hours Per Month | 44%* | \$150.00 (Quarterly) |
| Standard Basic Site | 3 Hours Per Month | 44%* | \$225.00 (Quarterly) |
| Standard Maintenance | 4 Hours Per Month | 44%* | \$300.00 (Quarterly) |

Advanced Packages: (Advanced Rates are intended for high maintenance HTML based sites)

| | | | |
|------------------------|--------------------|------|-----------------------|
| Advanced 10 Hour Block | 10 Hours Per Month | 66%* | \$600.00 (Quarterly) |
| Advanced 20 Hour Block | 20 Hours Per Month | 66%* | \$1200.00 (Quarterly) |

Premium Packages: (Premium Rates are intended for high maintenance ASP & ASP.Net based sites)

| | | | |
|-----------------------|--------------------|-------|-----------------------|
| Premium 10 Hour Block | 10 Hours Per Month | 53%** | \$1050.00 (Quarterly) |
| Premium 20 Hour Block | 20 Hours Per Month | 60%** | \$1800.00 (Quarterly) |

Additional Discounts Available: Receive 10% off any Maintenance Package when paying Annually.

*Discount is based on Standard HTML Rate of \$45 an hour - Discount Percentage

** Discount is based on Advanced ASP/VBScript Rate of \$75.00 an hour – Discount Percentage.

All projects that are undertaken under a maintenance contract are subject to the following conditions: Fissure Multimedia will make every effort to meet agreed upon due dates. If we are unable to accomplish the task in the time allotted we will inform you of that fact and set a new target date and time if possible. All work that goes over the agreed upon hourly package will be billed at our standard rate, which is \$45.00 for basic HTML and graphics design and \$75.00 an hour for advanced scripting and advanced graphics design. Should the two types of maintenance overlap we will charge the lesser of the two rates.

Every 6 months we will review your maintenance history. If it appears that you have not used all of your maintenance hours or if you have gone over your hours on a regular basis we will advise you that a plan change is needed. You may change your plan at any time, however, you may not downgrade service until a maintenance period ends.

Please contact info@fissuremedia.com for more information regarding maintenance rates and standards.