

AMC Proposal by iNFOTYKE

Website Annual Maintenance Contract Policy: iNFOTYKE

We define "AMC i.e. Annual Maintenance Contract" as keeping the web site current. It is not intended to be a new design.

We maintain a current backup, and archive all submitted files for your website.

We reserve the right to distinguish between "updates" and "new designs". Changing the navigation, the adding of new pages, graphic changes, buttons, etc. are considered new designs and charged accordingly to our hourly design rate.

It is the client's responsibility to review updates and notify us of any necessary changes that we need to make. There will be no charge for any errors on our part. However, if a change needs to be made due to client error, the regular hourly update fees will be charged.

Updates should be provided electronically as much as possible. Attachments should be in text format (.txt or Word .doc formats are fine). Send digitized pictures in common format such as .jpg, .gif, .ai, .psd, .png, .bmp, etc. Updates may also be sent by postal mail. This will require retyping data or the scanning of photos and will cost more to complete your changes.

Your web site may be using third-party components. We have no control over what third party sites do and take no responsibility for loss of information due to actions of these sites. Any changes to your site stemming from regulations of these third party components will be billed at the normal maintenance rate.

Any work required beyond the scope can be purchased at the rate of **₹ 1500.00 per hour or issue basis.**

Common Maintenance Requests

- Add new content including text, products, images and video to existing pages
- Add new pages including new content, images, videos, forms and add to navigation
- Update existing content including text, products or events, services, staff member information, images and video
- Update CSS styling (colors, text size, fonts, etc.)
- Update version software including plugins etc.

Our maintenance packages include the following services:

- ✓ Updating your site's software whenever new versions are released.
- ✓ Posting new content you provide, including basic SEO for new pages.
- ✓ Optimizing and posting new images you provide.
- ✓ Searching for stock images based upon your criteria.
- ✓ Adding e-mail accounts.
- ✓ Monitoring forums and comments, checking for spam.
- ✓ Proofreading provided content for typos and grammar errors.
- ✓ Posting new links and responding to webmaster e-mails.
- ✓ Emergency repairs due to hacker attacks.
- ✓ Keeping current backups.
- ✓ Monitoring Google Analytics and Google Webmaster Tools.
- ✓ Creating and monitoring Google AdWords campaigns (you must provide ad content).

Our maintenance services do not include:

- ✧ Redesign of the site, including changing any design elements.
- ✧ Logo creation.
- ✧ Advanced SEO Services
- ✧ Creation of subdomains or new installations.
- ✧ Installing any new, third-party extensions (core extensions being enabled are acceptable).
- ✧ Changing of the template.
- ✧ Anything else not listed as included in this service.

Terms, Condition & Protocols:

- ✓ Remote desktop/access support
- ✓ 24/5 support, excluding weekends or national holiday, war or natural disaster etc.
- ✓ Updates are usually done within 2 to 24 hours
- ✓ Although we make every effort to make accurate changes, we would request you to review updates and notify us of any necessary changes that need to be made. We do not charge for changes that are our fault. However, if a change needs to be made due to client error, the regular hourly update fees will be charged.
- ✓ "Maintenance" is defined as keeping the website current. Website Maintenance is not intended to be a redesign or revamp.
- ✓ We reserve the right to distinguish between "updates" and "new design". New design work is charged at our website design rate.
- ✓ Updates should be provided electronically (by email) or our internal reporting tool as much as possible - <http://support.infotyke.com> | <http://tracker.infotyke.com>

PAYMENTS/TERMS: All payments will be in \$ (USD) or ₹ (Indian Rupees). Payment will be accepted via direct bank transfer and cheques only. For all maintenance plans, the term of this agreement are year to year, automatically renewable unless cancelled by the 'Client through email.

CANCELLATION: 'Client' may cancel subscription for maintenance plan via email at any time. iNFOTYKE reserves the right to terminate this agreement at any time for any reason without any prior knowledge and will do so in writing by electronic mail and/or postal letter to the client.

AUTHORIZATION: With your payment, you are hiring iNFOTYKE ('Provider') as a Website Maintenance Provider for the specific purpose of updating website content on the 'Client's' existing website. These updates include, but are not limited to text changes, picture and graphics changes, adding necessary scripts or website applications. 'Client' agrees to allow access to the client's web site, store, server, file directory, or any other directories or programs or sites which need to be accessed for maintenance and control including if needed domain management.

LAWS AFFECTING ELECTRONIC COMMERCE: The 'Client' agrees that the 'Client' is solely responsible for complying with such laws, taxes, and tariffs, and will hold harmless, protect, and defend 'iNFOTYKE and it's subcontractors from any claim, suit, penalty, tax, or tariff arising from the 'Client's' use of Internet electronic commerce.

INTERNET ETIQUETTE: 'iNFOTYKE & Team' is a developer of ethical web sites. As such, 'Provider' will not design, promote, or attach links to any site that includes adult content, nudity, obscene language or that encourages or promotes intolerance or discrimination of or towards people or peoples of any race, color, sex, creed or religion. Nor will 'Provider' design, promote or attach links to any site that advocates, encourages or practices the exploitation of any group or groups in society, including, and in particular, children, the elderly or the disadvantaged.

CONFIDENTIALITY: iNFOTYKE may, during the course of providing services hereunder or in relation to this contract have access to, and acquire knowledge regarding materials, data, systems, and other information of or with respect to 'Client' which may not be accessible or known to the general public. Any knowledge acquired by iNFOTYKE from such materials shall not be used, published or divulged by iNFOTYKE to any person, firm or outside source without the express written consent of 'Client'.

- iNFOTYKE