

The River Valley Technology Small Business Website Package:

Included in the Package:

1. Web Hosting
2. URL (www.yourdomain.com)
3. Custom design based on your preferences.
4. 5 Pages included in the initial setup
5. 600 email accounts
6. 1 Hour per month of updates.
7. \$50 per month
8. No setup fee

Explanation of services:

1. Web hosting is done through a company chosen by River Valley Technology. The hosting fees are included in the monthly rate.
2. URL preference depends on availability. Additional charges may apply if customer requires a URL that is already owned by another party in which negotiation will be done to procure the domain name. All expenses related to negotiation will be the responsibility of the customer.
3. Custom design based on your company's current logo, established graphic look, and your preferences. From initial proof to final design, no more than two hours worth of changes will be made.
4. Five pages include the default page and four additional pages of your choice. The customer is responsible for providing the content in the form of text and pictures (RVT can take pictures at an additional cost). Additional pages at design time can be added at \$50 per page.
5. The customer will receive 600 email accounts with their domain extension (someone@yourdomain.com). RVT will work with you to set up email accounts and instruct you how to access them.
6. 1 Hour per month of updates to update, text, graphics, pictures, create additional pages etc. is included. Hours and minutes will rollover for a period of two months, however using future hours and minutes is not permitted. If additional time is required the hourly charge is \$65.
7. The base charge for the SBW package is \$50 per month. Additional web capabilities and add-ons can be purchased at their individual set rate.
8. No setup fee includes all of the above.
9. Billing starts immediately after work begins or domain name is registered.

Terms:

The contract length is a minimum of 24 months, at which time the client owns the content of the site and can choose to stay with RVT at the current rate or take their site elsewhere. If the customer cancels early, a fee of \$500 will be assessed.

River Valley Technology Service Level Agreement for the Small Business Website Package.

RVT will be responsible for the procurement of the web hosting solution, URL registration, site design and implementation. RVT will ensure that all links on the site are in operating condition and resolve to the proper pages. RVT will be responsible for fixing any links, typos, design (after final approval) or technical errors (hosting, DNS, etc.) at no charge to the customer. RVT will track hours used by minute and give the customer a report of monthly minutes used, minutes rolled over, and minutes remaining with each monthly invoice. RVT will respond to all customers within 2 hours during weekday business hours and within 6 hours during nights and weekends.

RVT is not responsible for creating content in the form of text or photos for the site unless purchased at an additional cost. RVT is not responsible for the marketing of the site either through search engine ranking or other form of advertisement.

Add-ons:

1. Email Blaster – An additional \$10 per month lets the owner collect their customers email addresses so you can send updates through an easy to use, secure web interface.
2. Photo Gallery – A one time charge of \$50 gets 25 photos placed in an easy to use photo gallery, offering your customers a great way to view your product. RVT will come on site to take pictures or use pictures that you provide.
3. Don't see the add-on you like? Ask us. We can customize a solution that is right for your business. The charge will be incurred as an additional monthly fee so the typical large investment usually associated with customized application development is bypassed, offering you an affordable product that can help you gain a competitive advantage. Call or email us to discuss.
4. Website submission – An additional \$10 per month will get your site information submitted to the major search engines.