



## Netflare

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Cambridge  
CB4 5QG  
T. 01954 230986  
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info@netflare.co.uk  
www.netflare.co.uk  
20/07/2007

### Maintenance Contract for [www.domain.com](http://www.domain.com)

#### 1) Fixes, alterations and additions during the first three month period:

Netflare agree to make good any fixes, alterations or additions that were part of the original agreement, free of any charges for the first three months from the go-live date of 1<sup>st</sup> August 2007. After this three month period, all change requests will be treated as maintenance.

#### 2) Credit Based Maintenance Plan

A COMPANY agree to a 8 credit support plan for the website [www.domain.com](http://www.domain.com). These 8 credits will be allocated to the following:

##### **Service Credit : Basic Hosting**

Allocation : 1 credit  
Service : Required for all Netflare websites

- i) 1GByte of server space allocations
- ii) 5GBytes of monthly data bandwidth
- iii) Domain renewal check
- iv) Managed backup (daily differential backups to backup servers)
- v) Basic email support
- vi) Maintenance task management check
- vii) AWStats website log file analyser

##### **Service Credit : Managed Hosting**

Allocation : 1 credit  
Service : Optional in addition to Basic Hosting

- i) Website availability check (Rackwatch Platinum support)
- ii) Website bad/broken link check
- iii) Missing image check
- iv) Form functionality check

##### **Maintenance Credit : Searchflare support**

Allocation : 4 credits  
Service : Required for Searchflare SEO

- i) Quarterly analysis report
- ii) On-page optimisation and implementation
- iii) Off-page optimisation and implementation

##### **Maintenance Credit : Unit of development work (approx 15 mins)**

Allocation : 2 credits  
Service : Monthly fixes, alterations or additions to your website. Credits charged is determined by the time taken by the development team, logged using our online project management system, and is rounded to the nearest 15 minutes.

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Netflare Limited

T. 01954 230986 | F. 01954 231913 | E. info@netflare.co.uk  
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Reg. in England & Wales No. 05413985 | VAT Registered Number: 857 6475 73



**3) Service of Site**

Netflare will routinely monitor the site and carry out the agreed maintenance and service credit work to ensure that the site and the SEO work functions correctly.

**4) Fees**

Pre-paid credits as part of the agreed plan:	£25.00 + VAT
Additional credits used during any support requests:	£25.00 + VAT
8 credit monthly maintenance plan:	£200 + VAT

Netflare fees are payable in advance by cheque or bank standing order monthly currently at a rate of £200 + VAT.

**Bank Details:**

HSBC Bank	
Account Name:	Netflare
Account Number:	52345846
Sort Code:	40-16-08

**5) Contract Period**

This service and maintenance contract is for the period starting and including 1<sup>st</sup> August 2007 and ending 31<sup>st</sup> July 2008.

**6) Agreement**

I acknowledge receipt of this letter dated 20<sup>th</sup> July 2007 as correctly setting out the agreement between Netflare and A COMPANY in relation to the support for [www.domain.com](http://www.domain.com)

Signed.....

Dated.....