

This document details the maintenance agreement proposed by TWD Website Design for the signed client.

1. Site Definition
2. Cycle
 1. Start Date
 - 2.1.1. 29th, 30th or 31st
 2. End Date
 3. Payment
 - 2.3.1. Cycle Amount
 - 2.3.2. Late Payment
 - 2.3.2.1. Charges
 - 2.3.2.2. Deadlines
 - 2.3.2.3. Termination
 4. Changes
 5. Allowance Reset
3. Contract Allowances
 1. HTML Changes
 2. PHP Changes
 3. Graphics Changes
4. Change Process
 1. Notification
 2. Failure

1. A website is defined by its hosting directory and not its domain name. Multiple domain names can link to one hosting directory.
2. –
 1. The contract will be signed as DD/MM/YY. Each cycle will begin monthly on the same DD as signed.
 - 2.1.1. If the DD for any particular month does not exist (e.g. 31st) the cycle will begin on the final day of that month.
 2. Each cycle will end one day before the start date of the next cycle (2.1). The final cycle will end 1 year after the contract was signed.
3. –
 - 2.3.1. On, or before, the cycle start date of each cycle the customer will pay £15.00.
 - 2.3.2. –
 - 2.3.2.1. If the terms of 2.3.1 are not met there is a charge of £30 per payment, at the start of every further cycle for every breach of 2.3.1. The charges will stop once payment of each unpaid cycle and corresponding charges have been paid.
 - 2.3.2.2. Each late payment charge (as highlighted in 2.3.2.1) is valid for three cycles, after this my contract is terminated as highlighted in 2.3.2.3.
 - 2.3.2.3. A contract will be terminated in the event of 2.3.2.2. All charges and cycle payments will be frozen but will still be owed. The customer will then have at maximum two weeks to pay this or further action will be taken by TWD.
4. –
5. At the start date of each cycle (2.1) the allowance (3) will not be brought forward from the previous month and will reset to the monthly allowance.
3. – For each cycle...
 1. There is an allowance of 2 HTML Changes. 1 HTML change is a change within only one HTML tag and no more than 500 characters.
 2. There is an allowance of 1 PHP Change. 1 PHP Change is a maximum of 100 lines of PHP code.
 3. There is an allowance of 1 graphics change. 1 Graphics change is a text change within a graphic with a maximum of 100 characters.
4. –
 1. Within 5 days of receiving a change, TWD will notify you of the date on which it will be carried out.
 2. If your change fails to appear you are then entitled to an extra change for the next cycle.

Basic Maintenance Contract v3.1 | 2009

By signing below you have read, understood and agreed to both pages of the TWD Basic Maintenance Contract.

Payment Method:

Signed by client:

Signed by TWD:

Date:
