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	Maintenance Packages		
Include the following:	Bronze	Silver	Gold
Time Allotted for Edits	1 hour / month	2 hours / month	4 hours / month
High Priority Status	Yes	Yes	Yes
Text Updates	Yes	Yes	Yes
Photo Resizing/Replacement	Yes	Yes	Yes
Graphics/Design Updates	Yes	Yes	Yes
Email Support	Yes	Yes	Yes
CMS Training/Support	Yes	Yes	Yes
Password Retrieval	Yes	Yes	Yes
Email Database Training	Yes	Yes	Yes
Intro to Stats	Yes	Yes	Yes
Domain expiry reminders	Yes	Yes	Yes
Special Rate on Programming	\$100 / hour	\$95 / hour	\$90 / hour
Total Hours per year	12	24	48

Comment [G1]: Hours must be used for maintenance only, can be used separately or all at once. Unused edit time expires 1 year from date of purchase.

Comment [G2]: Maintenance package customers get top priority for updates

Comment [G3]: Includes new account set up, delivery issues and web mail set up. (Does not include separate users in multi-user environment)

Comment [G4]: Content Manager System In-house training, email and phone support

Comment [G5]: Email requests only for passwords please.

Comment [G6]: Introduction to web site statistics

Comment [G7]: Regular hourly rate for custom programming \$120 / hour