

## Save money, save time.

Maintenance Packages are designed to give you the **greatest flexibility** in requesting support, updates, or revisions.

By purchasing a package of maintenance hours in advance not only do you get access to a **premium support service**, but you can also take advantage of **discounts on our hourly rates**.

## Stay ahead of the curve.

Whilst spending time building a new, attractive and useful website is very worthwhile & beneficial to your business, it's only the start. To keep attracting new visitors and ensure they return to your website it's vital that you regularly publish new content and add new features to keep your audience engaged.

PixelApes' Maintenance packages enable you to focus on your business while we take care of looking after your website.

## Anything you need.

Our packages cover a wide variety of requests, including but not limited to:

- Content updates, design revisions, feature additions to your website
- Technical consultancy
- Data recovery and IT support
- General questions and answers (email & phone)
- Recurring tasks and reports

Once in place, a maintenance package ensures priority turnaround on your requests and can save you money and time over the standard estimate, approval, implementation and invoicing process.

Maintenance requests are submitted via a dedicated maintenance request form ensuring streamlining of the request process and optimal usage of your maintenance hours.

## Maintenance Package Options

Below is a table of our available maintenance packages.

If you find these aren't suitable or you need a greater number of support hours, PixelApes are happy to customise a package to suit your needs.

	Package 1	Package 2	Package 3	Package 4
<b>Cost<sup>1</sup> (ex VAT<sup>2</sup>)</b>	€550	€1,250	€1,800	€2,200
<b>Maintenance Hours</b>	10 hours	25 hours	40 hours	55 hours
<b>Hourly rate</b>	€55	€50	€45	€40
<b>Discount</b>	8.3%	16.6%	25%	33.3%
<b>Max maintenance requests per month<sup>3</sup></b>	4	6	8	10
<b>Validity</b>	9 months	9 months	12 months	12 months

<sup>1</sup> In order to provide a priority service, maintenance package fees **must** be paid in advance. No maintenance work will be commenced until payment is received in full.

<sup>2</sup> The Irish VAT rate is 23% (subject to change). VAT charges are not applicable to tax exempt customers.

<sup>3</sup> In order to maintain high-speed turnaround on maintenance requests PixelApes schedule availability assuming a maximum number of maintenance requests per month. If you foresee a need to make more requests per month, please contact [support@pixelapes.com](mailto:support@pixelapes.com) and we can discuss a customised package.

## Frequently Asked Questions

### What if I don't want to purchase a package?

Maintenance Requests made outside a package require an estimate to be created and issued, you must approve the estimate and we then schedule the work. Package customers have priority access to schedule windows.

Any outside package requests are charged at our standard hourly rate of €60 (ex VAT), and are subject to a minimum estimate of 2 hours.

### How do I know how many hours I have left?

All maintenance is tracked and reported with detailed descriptions of the work carried out. A detailed timesheet can be provided upon request and is issued when your package is finished.

### When I have a package do you send me estimates?

By default Maintenance Packages are **time-tracked**, but if you wish to receive an estimate you can notify us that you want your Maintenance Package to be **quoted**.

**Time-tracked** ensures work is commenced immediately following your request, maximising your package value. All work is carefully tracked in a timesheet.

**Quoted** requires an estimate for any changes. Please note additional time spent creating estimates is factored into the estimate and estimations are made in 30 minute segments. All estimates must be approved before we schedule the work.

At any time you can simply request to change the way your package is handled.

### How is time deducted & scheduled within a package?

Time-tracked packages are monitored on a per second basis. Quoted maintenance will be deducted from your package upon completion of the estimated task. All maintenance requests will be responded to within 1 working day of the request. You will be notified of the scheduled window for the maintenance.

### I have more questions about how it works.

We'd be delighted to discuss your needs and requirements at any time. Please send an email to [support@pixelapes.com](mailto:support@pixelapes.com) for further information.