Ecommerce Website Support & Maintenance Packages

Ecommerce Lite	Ecommerce Basic	Ecommerce Pro	Ecommerce Platinum
- Time to attend to query: 2-3	- Time to attend to query: 1-2	- Time to attend to query:	- Time to attend to query:
days average	days average	same-day	same-day express*
- Up to 1-hour general remote	- Up to 2 hours general remote	- Up to 3 hours general remote	- Up to 4 hours general
support per month	support per month	support per month	remote support per month
- Website Plugin Updates	- Website Plugin Updates	- Website Plugin Updates	Website Plugin Updates
(Monthly)	(Fortnightly)	(Weekly)	(Weekly)
- Website Backups (Weekly)	- Website Backups (Daily)	- Website Backups (Daily)	- Website Backups (Daily)
- Security Updates (as	- Security Updates (as needed)	- Security Updates (as	- Security Updates (as
needed)	- WhatsApp Support Included	needed)	needed)
- No WhatsApp support		- WhatsApp Support Included	- WhatsApp Support
			Included
R1250 p/m	R2000 p/m	R2750 p/m	R3500 p/m
Fixture Course ant Course agrees			

Extra Support Surcharge:

0 to 30 Mins: R300 30 to 60 mins: R550 60 to 90 mins: R800



Business Website Support & Maintenance Packages

Business Starter	Business Pro	Business Platinum
- Time to attend to query: 2-3 days	- Time to attend to query: 1-2 days	- Time to attend to query: same day
average	average	- Up to 2 hours general remote support per
- Up to 30 minutes general remote	- Up to 1-hour general remote support	month
support per month	per month	- Website Plugin Updates (Fortnightly)
- Website Plugin Updates (Monthly)	- Website Plugin Updates (Monthly)	- Website Backups (Daily)
- Website Backups (Weekly)	- Website Backups (Weekly)	- Security Updates (as needed)
- Security Updates (as needed)	- Security Updates (as needed)	
Extra Support Surcharge:	Extra Support Surcharge:	Extra Support Surcharge:
0 to 30 Mins: R175	0 to 30 Mins: R160	0 to 30 Mins: R150
30 to 60 mins: R350	30 to 60 mins: R320	30 to 60 mins: R300
60 to 90 mins: R525	60 to 90 mins: R480	60 to 90 mins: R450
R350 p/m	R500 p/m	R850 p/m

