

Ecommerce Website Support & Maintenance Packages

Ecommerce Lite	Ecommerce Basic	Ecommerce Pro	Ecommerce Platinum
<ul style="list-style-type: none"> - Time to attend to query: 2-3 days average - Up to 1-hour general remote support per month - Website Plugin Updates (Monthly) - Website Backups (Weekly) - Security Updates (as needed) - No WhatsApp support 	<ul style="list-style-type: none"> - Time to attend to query: 1-2 days average - Up to 2 hours general remote support per month - Website Plugin Updates (Fortnightly) - Website Backups (Daily) - Security Updates (as needed) - WhatsApp Support Included 	<ul style="list-style-type: none"> - Time to attend to query: same-day - Up to 3 hours general remote support per month - Website Plugin Updates (Weekly) - Website Backups (Daily) - Security Updates (as needed) - WhatsApp Support Included 	<ul style="list-style-type: none"> - Time to attend to query: same-day express* - Up to 4 hours general remote support per month - Website Plugin Updates (Weekly) - Website Backups (Daily) - Security Updates (as needed) - WhatsApp Support Included
R1250 p/m	R2000 p/m	R2750 p/m	R3500 p/m
<p><u>Extra Support Surcharge:</u> 0 to 30 Mins: R300 30 to 60 mins: R550 60 to 90 mins: R800</p>			

Business Website Support & Maintenance Packages

Business Starter	Business Pro	Business Platinum
<ul style="list-style-type: none"> - Time to attend to query: 2-3 days average - Up to 30 minutes general remote support per month - Website Plugin Updates (Monthly) - Website Backups (Weekly) - Security Updates (as needed) 	<ul style="list-style-type: none"> - Time to attend to query: 1-2 days average - Up to 1-hour general remote support per month - Website Plugin Updates (Monthly) - Website Backups (Weekly) - Security Updates (as needed) 	<ul style="list-style-type: none"> - Time to attend to query: same day - Up to 2 hours general remote support per month - Website Plugin Updates (Fortnightly) - Website Backups (Daily) - Security Updates (as needed)
<p><u>Extra Support Surcharge:</u> 0 to 30 Mins: R175 30 to 60 mins: R350 60 to 90 mins: R525</p>	<p><u>Extra Support Surcharge:</u> 0 to 30 Mins: R160 30 to 60 mins: R320 60 to 90 mins: R480</p>	<p><u>Extra Support Surcharge:</u> 0 to 30 Mins: R150 30 to 60 mins: R300 60 to 90 mins: R450</p>
R350 p/m	R500 p/m	R850 p/m