

CENLYT Productions-ms designs

# ANNUAL MAINTENANCE CONTRACT

The Annual Maintenance Contract provides for routine maintenance of your website at a reduced hourly rate resulting in savings from \$180.00 a year and up, depending on the term selected. The reduced hourly rate is 37.5% of the current hourly rate posted on <https://www.cenlyt.com/legal-notices/index.asp>, currently \$100.00 per hour or part thereof.

## TERMS AND CONDITIONS

*(Revised 1-1-2017, 9-8-2019, 1-1-2020, 1-1-2021, 3-1-2023)*

1. The Annual Maintenance Contract is available in 6 hour increments: 6 hours, 12 hours, 24 hours, 36 hours, etc. The minimum contract available is 6 hours.
2. The hourly rate is 37.5% of the posted hourly rate at <https://www.cenlyt.com/legal-notices/index.asp>, currently \$100.00 per hour or part thereof.<sup>1</sup>
3. The contract hours are recorded in half-hour increments or part thereof.
4. All hours shall be recorded/billed at double time for work that is **required or requested** to be performed between 10:00pm and 8:00am Eastern Time.<sup>3</sup>
5. The annual fee is the contract hours multiplied by \$37.50 plus \$30.00 (An 6 hour contract is \$225.00, a 12 hour contract is \$450.00, a 24 hour contract is \$900.00, a 36 hour contract is \$1,350.00, and so on.<sup>2</sup>)
6. The contract is only valid for one domain and may not be transferred.
7. Contract is valid for hourly length of the contract or 12 months, whichever occurs first.
8. Unused hours cannot be carried over.
9. Contract payments are not refundable.

## WHAT IS COVERED

1. Maintenance and updates to website pages and operating scripts.
2. Maintenance and updates to website operating software such as Ecommerce Templates.
3. All incidental work related to above, e.g. send/receive communications (email, phone, postal mail, etc.).

## WHAT IS NOT COVERED

1. Maintenance or updates to servers, whether website, email or database hosting.
2. Maintenance or updates to databases.
3. Third party service issues.
4. Work outside the scope of the phrase "**website** maintenance contract" including, but not limited to: graphics work, research, travel, related and unrelated expenses, e.g. software purchases.

**Items NOT covered by the maintenance contract will be billed at the regular hourly rate in effect at the time.**

<sup>1</sup> Subject to change without notice.

<sup>2</sup> As of January 1, 2020, revised March 1, 2023. In the event the hourly rate does not match the website, the Annual Maintenance Contract shall take precedence.

<sup>3</sup> As of September 8, 2019

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***Providing website services since 1999***