



## **Website Management, Consulting and Additional Terms & Conditions**

[www.soulmediasolutions.com.au](http://www.soulmediasolutions.com.au)

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### **1. Definitions**

- 1.1. "Customer" means the person or entity who ordered services provided by Soul Media Solutions.
- 1.2. "Service", "Service(s)" or "Services" means any product(s) or service(s) the Customer has signed up to use.
- 1.3. "Soul Media Solutions" means Soul Media Solutions.
- 1.4. "MyAccount Portal" refers to Soul Media Solution's customer account, billing and management portal, available online at <https://soulmediasolutions.com.au/client/clientarea.php>

### **2. Service Inclusions**

#### *Gold Package Inclusions*

- WordPress Plugin Monthly Updates
- Daily Backups
- Error Monitoring
- Malware Protection
- Telephone Support
- 24/7/365 e-Ticket Support
- Business Hosting
- 30 Minutes Maintenance Minutes

#### *Platinum Package Inclusions*

- WordPress Plugin Weekly Updates
- Daily Backups
- Website Optimisation
- Error Monitoring
- Malware Protection
- Telephone Support
- 24/7/365 e-Ticket Support
- Business Hosting
- 120 Minutes Maintenance Minutes

#### *Diamond Package Inclusions*

- WordPress Plugin Weekly Updates
- Daily Backups
- Website Optimisation
- Error Monitoring
- Malware Protection
- Telephone Support
- 24/7/365 e-Ticket Support
- Business Hosting
- 300 Minutes Maintenance Minutes

#### *Enterprise Package Inclusions*

- WordPress Plugin Weekly Updates
- Daily Backups
- Website Optimisation
- Error Monitoring
- Malware Protection
- Priority Support
- Telephone Support
- 24/7/365 e-Ticket Support
- Business Hosting
- 720 Minutes Maintenance Minutes

#### *Enterprise Plus Package Inclusions*

- WordPress Plugin Weekly Updates
- Daily Backups
- Website Optimisation
- Error Monitoring
- Malware Protection
- Priority Support
- Telephone Support
- 24/7/365 e-Ticket Support
- Business Hosting
- 1500 Minutes Maintenance Minutes

#### *Applicable To All Packages*

Maintenance Minutes per month can be used for technical support or when support is not required used towards non-technical issues such as: new articles, adding/replacing text & images, blog updates, adding/removing products, adding coupons.

Maintenance minutes do not include new website pages, website redesigns or marketing. Additional time can be purchased at Pay As You Go rates.

Minutes expire each month if they are not used.

#### *Pay As You Go (PAYG) rates:*

Billable rates are as follows:

- \$130.00 Inc. GST per hour, billed in per 30-minute increments or part thereof, standard rate.
- Additional charges apply for work required on Public Holidays, Saturday & Sunday or between the hours of 5PM – 9AM on weekdays, where the rate of \$220.00 Inc. GST per hour billed in per 60-minute increments or part thereof, applies.

All Fees are quoted and billed up-front; a valid credit card is required to be active on your account for these charges to be applied.

### **3. Changes**

3.1. Soul Media Solutions may amend our Website Management, Consulting and Additional Services packages and pricing. Changes to this agreement will become effective upon their publication to our website.

3.2. Continued use of the Service(s) constitutes acceptance of the amended terms. If you do not wish to accept the amended terms, you may request cancellation of your Services in-line with our cancellation policy found within our Terms of Service.

If you have any questions about this agreement, please contact our Customer Care team via email at [info@soulmediasolutions.com.au](mailto:info@soulmediasolutions.com.au)