

Website Support and Maintenance Packages

	Lite	Basic	Plus <small>BEST VALUE</small>	Premium
	S\$ 300.00	S\$ 700.00	S\$ 1,300.00	S\$ 2,400.00
	2 hours 1 month expiry	5 hours 3 months expiry	10 hours 6 months expiry	20 hours 12 months expiry
Content Management				
Upload files, resize, and retouch images	✓	✓	✓	✓
Add or remove pages, update text, links, and images	✓	✓	✓	✓
Uploading new products, adjusting product information	✓	✓	✓	✓
Website Enhancements				
Edit basic layout, colour, and font (stylesheet modification)	—	—	✓	✓
Installing 3rd-party extensions or plugins (core functions must be compatible)	—	—	✓	✓
Backend Maintenance				
Troubleshooting & bug fixes	—	✓	✓	✓
Technical Support due to hacker attacks and malware	✓	✓	✓	✓
Site performance testing & checking broken links	✓	✓	✓	✓
Google Functions Support				
Install Google Analytics	✓	✓	✓	✓
Monthly visitor reports	✓	✓	✓	✓
Google Maps fix	—	✓	✓	✓
Web Hosting Support				
Email connection configuration (IMAP/POP details), creating email addresses	✓	✓	✓	✓
Full site monthly backup	✓	✓	✓	✓
Support Consultation				
Phone Support (limited to critical issues, eg. outages)	—	—	✓	✓
Email Support	✓	✓	✓	✓