

# LWM Website Care

Leave The Worry of Maintaining Your Website to Us



Listen to the Wind Media  
Web Design and Content Solutions

Pricing runs from \$30 to \$150 a month. It depends on the complexity of your website and needs.

Hosting starts at \$20/month for 5000 views †FREE SSL Certificate.

Maintenance required if we host your website.

## FEATURES

### WORDPRESS CORE AND PLUGIN UPDATES

We update WordPress core software and plugins^ as needed. Usually weekly. Many times sooner.

### DAILY MALWARE SCANS

Our system scans your website for possible malware/viruses that might infect your site\*\*

### BACKUPS-OFFSITE

We do weekly backups of your website and database and store them off site\*\*\*

### PRIORITY TWEAKS

Quick fixes or changes that take 15 minutes or less are free.

Non-Profit and Business Standard Excluded

### MONTHLY REPORTS

At the beginning of each month, you will be given a summary of updates made and any issues that might have occurred.

### MONITORING

We monitor your website for outages and notify you if the length is significant\*\*\*\*

### WOOCOMMERCE

Custom templates updated on Woo updates if needed. Up to one hour. Standard fees apply after.

### OTHER TASKS

Database optimization, spam removal, blacklist monitoring, and unapproved comment removal

# PRICING

<p><b>NON-PROFIT</b></p> <p><b>\$30/Month</b></p> <p>No Tweaks</p> <p>Sites with 20 plugins or more might require an additional fee depending on site complexity.</p>	<p><b>BUSINESS STANDARD</b></p> <p><b>\$40/Month</b></p> <p>No Tweaks</p> <p>Sites with 20 plugins or more might require an additional fee depending on site complexity.</p>	<p><b>BUSINESS PREMIUM WOO</b></p> <p><b>\$60/Month</b></p> <p>One 15 minute tweak/month.</p> <p>30 minutes of Woo template modifications or merchant gateway trouble-shooting if needed.</p>	<p><b>CUSTOM PRICING</b></p> <p><b>\$30 to \$150/Month</b></p> <p>Many websites have individual needs, so we will price a plan according to a websites requirements.</p>
<p><b>NON-PROFIT PLUS</b></p> <p><b>\$45/Month</b></p> <p>One 15 minute tweak/month included.</p>	<p><b>BUSINESS STANDARD PLUS</b></p> <p><b>\$50/Month</b></p> <p>One 15 minute tweak/month included.</p>	<p><b>BUSINESS PREMIUM PLUS</b></p> <p><b>\$75/Month</b></p> <p>Three 15 minute tweaks/month included.</p>	<p><b>TWEAK PACKAGES</b></p> <p><b>\$60 for 3</b></p> <p><b>\$100 for 6</b></p> <p><b>\$40/on call</b></p> <p><b>Custom amounts per request</b></p> <p>These expire one year after purchase</p>
<p><b>All plans receive all listed features except Woocommerce template modifications, merchant gateway troubleshooting, and tweaks unless stated.</b></p> <p>*A "Tweak" is a small modification or content addition to a website that takes 10 to 15 minutes. It can also be considered a phone conversation with a question that lasts more than 10 minutes.</p> <p>Tweaks expire at the end of the month on all plans. Tweak packages expire after one year.</p> <p>"On Call" means tweak request without package or plan.</p> <p>Tweaks are designed to simplify the billing process for both us and the client.</p>			<p><b>OTHER ADD-ON SERVICES</b></p> <p>Domain renewal and management</p> <p>Extra detailed reporting such as website visits</p> <p>Administrative reminders</p> <p>Permanent Test Site</p>

# DISCLAIMERS

^Updates include free plugins typically found on the WordPress repository. Listen to the Wind Media does cover certain paid plugins such as Gravity Forms, WP-Toolset and Soliloquy Slider (so you would save money by not having to subscribe to them.) For a list of paid plugins we hold subscriptions to, please contact us. Otherwise any plugin that requires a fee is the responsibility of the client to purchase. Listen to the Wind Media will take care of purchasing and managing paid plugins if the client wishes, but the client will be billed for that plugin plus a 20% surcharge of the cost of the plugin.

\*\*Malware scans do not include fixing a site if malware is found. Depending on extent of the infection will determine the cost of repair. Typically restoring a backup is the best way to make sure you have a clean site. {If you your website is hosted with us, restoring your site from a back up to resolve the issue is FREE of charge.} It also may require determining how the infection occurred. You will be notified of a price before work begins on repairing your site. If it takes longer than expected, you will be notified as well. In some cases, we might use an outside company to repair your site if needed. This can be much more cost effective.

\*\*\*Backups are kept for 4 weeks. (Meaning you will have 4 backups going back one month.) Hosted clients also received an additional monthly backup going back 6 months. Restoring a backup is not included in the monthly care plan. Certain hosts might configure their server so backup services do not work properly. This is a rarity, but if this happens, Listen to the Wind Media will try other alternatives to back up your site. if it still can't be done, Listen to the Wind Media will note it on your monthly client report.

\*\*\*\*Under our monitoring feature, we will be alerted if your site goes down. Many times when a site goes down, the host might be doing quick maintenance or restarting their server. Because of this, we typically wait to notify you. If your site goes down for more than 15 minutes you will be notified. If you choose, we will contact your host and resolve the problem for a fee.

For simplicity, we highly recommend hosting your website with us.

† All hosted sites with Listen to the Wind Media get a free SSL certificate.

Most of these notes are already under our terms of service