

We offer a number of monthly support plans designed to assist you with ongoing support and maintenance of your web technologies at a variety of levels, and to suit your budget. We also want to reward you in your commitment by adding complimentary hours to each plan, effectively reducing our hourly rate.

Our plans are time-based so below are some suggestions on how the hours in each plan could be utilised. Should you need more information, we would be happy to speak with you further about your requirements. Contact us at info@f2.net.au or on (08) 9248 1867 to set up your plan.

Plans to Suit Every Budget



BASELINE SECURITY

\$286 per month gets you 3 hours for the price of 2

Our **Baseline Security** plan is perfect for those who are relatively autonomous in using WordPress or Joomla and/or Platform software, and mostly require help with baseline security such as uptime monitoring, backup management and 3rd party extension updates and maintenance.

+ ANALYTICS

\$1,144 per month gets you 12 hours for the price of 8

Our **Analytics** plan is designed for those who require the support of our Baseline Security + Action plans as well as assistance to get more out of Google Analytics, Search Engine Optimisation and/or Platform software, as well as real-time chat to access faster support.

+ ACTION

\$572 per month gets you 6 hours for the price of 4

Our **Action** plan is designed for those who require both Baseline Security monitoring and regular ad-hoc support for WordPress or Joomla, and/or training and configuration for Platform software, as well as support for eNews compilation and testing, or multi-site security management.

+ MARKETING

\$1,716 per month gets you 18 hours for the price of 12

Our **Marketing** plan is perfect for those who are incredibly active in WordPress or Joomla, and/or Platform software, require our previous plan features, plus marketing support such as data imports, creating custom forms, automation and campaign management.

All prices are inclusive of GST



Contact us at
info@f2.net.au or on
(08) 9248 1867
 to select your plan

BASELINE SECURITY	+ ACTION	+ ANALYTICS	+ MARKETING
Starting From \$286.00 PER MONTH	Starting From \$572.00 PER MONTH	Starting From \$1144.00 PER MONTH	Starting From \$1716.00 PER MONTH
2 Hours + 1 Hour Free	4 Hours + 2 Hour Free	8 Hours + 4 Hour Free	12 Hours + 6 Hour Free
Telephone & Email Support	Telephone & Email Support	Telephone & Email Support	Telephone & Email Support
Online Training	Online Training	Online Training	Online Training
Content Loading Assistance	Content Loading Assistance	Content Loading Assistance	Content Loading Assistance
Content Audits & Quality Assurance	Content Audits & Quality Assurance	Content Audits & Quality Assurance	Content Audits & Quality Assurance
Managing 404 Errors	Managing 404 Errors	Managing 404 Errors	Managing 404 Errors
Browser Compatibility Testing	Browser Compatibility Testing	Browser Compatibility Testing	Browser Compatibility Testing
eNews Compilation Assistance	eNews Compilation Assistance	eNews Compilation Assistance	eNews Compilation Assistance
Website Uptime Monitoring	Website Uptime Monitoring	Website Uptime Monitoring	Website Uptime Monitoring
Website Back up Management	Website Back up Management	Website Back up Management	Website Back up Management
Update & Maintenance of 3rd Party Extensions*	Update & Maintenance of 3rd Party Extensions*	Update & Maintenance of 3rd Party Extensions*	Update & Maintenance of 3rd Party Extensions*
Hosting Liaison & Support	Hosting Liaison & Support	Hosting Liaison & Support	Hosting Liaison & Support
	Litmus Testing for eNews	Litmus Testing for eNews	Litmus Testing for eNews
	Multi-site Security Management	Multi-site Security Management	Multi-site Security Management
		Google Analytics Reporting Assistance	Google Analytics Reporting Assistance
		Search Engine Optimisation	Search Engine Optimisation
		'Slack' Messaging for Priority Real-time Chat Support	'Slack' Messaging for Priority Real-time Chat Support
			Marketing Consultation & Assistance

PACKAGE OPTIONS

- Content Delivery Network Support
\$33.00 PER MONTH
- Sucuri Website Security Monitoring
\$44.00 PER MONTH

Select additional features for increased security and support

1. Clients on a Monthly Support Plan are still subject to ticket allocation and availability, but receive priority service over and above non-support plan tickets in the system.
2. Support includes enquiries regarding:
 - o Telephone and email support
 - o Online training
 - o Content loading assistance
 - o Content audits and quality assurance
 - o Browser compatibility testing
 - o eNews compilation and assistance
 - o Website uptime monitoring
 - o Google Analytics reporting assistance
 - o Update and maintenance of 3rd party extensions
 - o Content delivery network support
 - o Sucuri website security monitoring
 - o Litmus testing for eNews
 - o Multi-site security management
 - o Search engine optimisation
 - o 'Slack' messaging for priority real-time chat support
 - o Marketing consultation and assistance
 - o Website backup management
 - o Hosting liaison and support
3. For clients licensing any of F2's Platform software for Joomla or WordPress, anything that constitutes a Platform bug fix, i.e. an error in standard functionality or features (not the development of functionality extension or improvements), is not charged and is, of course, fixed for free.
4. All calls and enquiries are automatically lodged against the support plan hours tracked in the F2 Projects job management and support ticketing system, and large service requests are quoted against the monthly hours available for approval prior to commencement.
5. **Any work approved by the client over and above the available monthly hours is charged at the regular hourly support rate.**
6. Calls and emails enquiries are logged in exact time, support then provided is logged in the following increments:

Normal rate:
\$65 + GST / 1st half hour, \$32.50 +GST / 15 mins thereafter.

Urgent rate:
\$90 + GST / 1st half hour, \$45 +GST / 15 mins thereafter.
7. Unused hours within a month can roll-over to the next month for the Analytics and Marketing plans only. For Baseline Security and Action plans, any unused time will be spent on default security and general website maintenance tasks.
8. Accumulated time is based on the previous month's (x 1) support time only, NOT from multiple preceding months. Unused time accumulated from the month preceding 'last month' will be lost if it is unused and this time will not be included in subsequent accumulation.
9. Clients may increase/decrease their plan at any point with no fees or charges.