



PWD – Hosting Packages

Scope of Work / Inclusions

Basic	Advanced	Pro
For Basic Professional service Websites	For small Professional websites, small eCommerce shops	For larger eCommerce shops, complex membership website
Time Guidelines Timing breakdowns for a task covered by each package per month		
0	Max of 1 hour	Max of 4 Hours

* Enquire for Customs Support

We ask that all requests are logged one at a time with us. We will only work on 1 task at a time. Once completed, we will start with your next job. All task time limits are dependent on the time allocation you have available. Any larger tasks or projects will need to be quoted on a time & materials basis.

A list of assistance

Although not exhaustive, here's a list of the sort of tasks we may be able to help you.

- ✓ Content Management
- ✓ General
- ✓ Onsite SEO
- ✓ Speed Optimisation
- ✓ Technical issues and Troubleshooting
- ✓ Social / Email Marketing
- ✓ Hosting and Domain names
- ✓ Design
- ✓ Reporting
- ✓ WooCommerce / Forms



Included with our Packages

Website Maintenance

- ✓ Monthly Scheduled updates to the WordPress core (If an update is available)
- ✓ Monthly Scheduled update to all active Plugins (if an update is available). If an update becomes available after our scheduled updates, this will be updated in the following month.

Content Management

- ✓ Adding blog posts to the existing blog area
- ✓ Adding podcasts to existing podcast area
- ✓ Creating or editing simple content tables
- ✓ Adding new pages based on pre-existing page templates
- ✓ Splitting page content into 2, 3 or more columns
- ✓ Adding videos, audio or PDFs to your WordPress pages or posts

General

- ✓ Essential updates to Header and Footer (Images, Content, Alignment)
- ✓ Editing or restructuring WordPress menus
- ✓ Update Images in Image Gallery
- ✓ Troubleshoot Image Gallery issues
- ✓ Removing / Updating footer links
- ✓ Minor WordPress theme CSS editing (e.g. changing font style, colour or size)
- ✓ Resetting or recovering the Administrator username and password
- ✓ Setting up image sliders and galleries
- ✓ Setting up basic forms
- ✓ Aligning content/images
- ✓ Add new features - CTA's, Basic Popups, Sticky notification Strips
- ✓ Fix minor issues with mobile responsiveness
- ✓ Widget setup like testimonials, carousel, image slider and so on.

Included with our Packages

Onsite SEO

- ✓ Install Yoast SEO
- ✓ Tweak Title Tags & Meta Descriptions (based on details provided)
- ✓ Performing basic onsite search engine optimisation on your WordPress site

Speed and Optimisation

- ✓ Tweaking the site to make the pages load faster
- ✓ Compress Images
- ✓ Assess site for any issues on request
- ✓ Address the cause of the above issues (Depending on the details, this may take longer to complete and may need to be quoted)

Technical & Troubleshooting

- ✓ Installing or uninstalling WordPress plugins
- ✓ Troubleshooting issues with pre-existing RSS feeds and posts that are automatically generated from an external source
- ✓ Installing Google Analytics and other statistics modules
- ✓ Setting up an automatic backup facility
- ✓ Integrating Google Reviews widget to your site
- ✓ Setup & configure website security
- ✓ Installation and Configuration of simple plugins
- ✓ Troubleshoot Plugin, WordPress and Database Errors
- ✓ Troubleshoot WordPress Compatibility Issues
- ✓ Cross-Browser compatibility issues
- ✓ Solution for improperly embedded code, iframe and APIs.
- ✓ Issues with Contact Forms, Member Sign-ups and Logins

Included with our Packages

Social/Email Marketing

- ✓ Installing Facebook Pixel on the sites
- ✓ Adding Facebook, Instagram and Twitter Links to your website
- ✓ Basic Email Marketing Integrations
- ✓ Adding an Instagram Gallery to your site
- ✓ Adding a Facebook feed to your Home page

Design

- ✓ Design tweaks
- ✓ Changing WordPress header, footer or sidebar graphics
- ✓ Rebranding and image enhancement for faster page loading
- ✓ Tweaking theme colour schemes

Reporting

- ✓ Monthly Scheduled Website Analytics Report delivered via Email

Hosting & Domain Names

- ✓ Setting up sub-domains
- ✓ Backing up your WordPress website
- ✓ Restoring Backups (in the event of a significant error)

Quoted Tasks

An example of Tasks that we charge at an hourly rate of \$120.00 + GST

- ✓ Tasks taking longer than the specified packages designated max time to complete (at the discretion of the Support Manager)
- ✓ Pro or Paid Plugins will need to be purchased by the client
- ✓ Plugins with Subscriptions need to be managed by the client
- ✓ Configuration of Complex Plugins
- ✓ Setting up a new WooCommerce Store
- ✓ Complex Forms with payment integrations
- ✓ Complex Forms with further backend functionality
- ✓ New landing Pages not based on an existing page template
- ✓ New Product Pages not based on the existing product template
- ✓ Fixing the layout and functionality of pages the client has created - only if over the specified package's designated max time to complete
- ✓ Custom designed Landing pages/Products/Post types
- ✓ Design and Development of a new Post type
- ✓ New WordPress installation – blog setup, layout configuration
- ✓ WP site backup & migration from one server to another
- ✓ WordPress installation – theme demo import and demo setup
- ✓ Setting up a new Memberships system within the existing site.
- ✓ Create a better internal linking structure

Fair Use Policy

Basic	Advanced	Pro
0	0-3	0-4

If we feel you're on a lower package level than you need to be on, based on the types and size of tasks you send through regularly, we will contact you to discuss this.

Additional Options & Inclusions

Woocommerce

- ✓ Assist with adding new primary product (using an existing template)
- ✓ Update Existing Product details (Images, Content)
- ✓ Configure Payment Gateways (i.e., Stripe, eWay, Paypal, SplitIt, CyberSource)
- ✓ Troubleshoot issues with existing payment gateways
- ✓ WooCommerce minor bugs related to layout, shipping, cart etc. (Customisation, however, will need to be quoted accordingly)

Memberships / Courses

- ✓ Reset member logins - on request
- ✓ Troubleshoot issues with Memberships
- ✓ Add Resources and Training Videos
- ✓ Update existing Resources and Training Videos
- ✓ Add and Update Downloadable pdf's
- ✓ Update member content

Options

See website for details or ask us for a quote.

- ✓ SiteLock – Protect your website, reputation, and visitor against cyber threats from AUD 12.00 per month
- ✓ CodeGuard – Protect your website with a Daily, Automatic Backup From AUD 6.00 per month

