

# COMPUTER INFORMATION SYSTEMS

Tomorrow's successful businesses are those refining their internet presence today...

## Innovative Business Technology Solutions

Web Development  
Web Re-designing  
Web Maintenance

Web Consulting  
Web Advertising  
SEO Services

## Website Maintenance Contract

1) **Authorization:** The client (hereinafter referred to as "client") is engaging Computer Information Systems (hereinafter referred to as "CIS") as an independent contractor for the specific purpose of upgrading or maintaining an existing world wide web site. The client hereby authorizes CIS to do work on an as-requested basis, and to upload the site to the client's web space.

2) **Response Time:** CIS will respond to all inquiries within 24 hours (weekdays) and 48 hours (weekends). Our primary method of communication is email (cis@cisgrenada.com).

3) **Internet Service Provider:** The client may use any other provider, as desired, to host their website. The client will make these arrangements directly with their ISP of choice, and will pay all hosting fees, etc, directly to that ISP. Regardless of the ISP chosen, CIS is not responsible for the quality or reliability of the client's ISP. CIS does not warrant that the operation of the website will be uninterrupted or without error. Further, CIS is not responsible to the client or any third party for damages of any kind arising out of the operation or inability to operate the web site.

4) **Material Copyrights:** the client hereby unconditionally guarantees that all text, graphics, photos, trademarks, designs and any other materials provided to CIS by the client are either owned by the client, or used by permission of the owners of said materials. The client agrees to hold harmless, protect and defend CIS from any claim or suit arising from the use of these materials. Similarly, CIS warrants that all graphics and text supplied by CIS for use in the construction of the site are either owned by CIS or used with permission.

5) **Page Content:** CIS is not responsible for any content the client decides to include on the page. Erroneously displayed information will be corrected within 2 business days of notification.

6) **Web Site Copyright:** Copyright of the original site is held solely by the client, and CIS makes no claims on these materials. Copyright to any additional work done on the site, including custom graphics, text and design layout, is held by CIS until completion and final payment for the work. At that time, ownership passes to the client. Materials such as CGI programs which were not originally created by CIS remain the property of their respective owners, and shall be for the client's use only.

7) **Subcontractors:** CIS reserves the right to subcontract certain portions of this job to expedite completion, if needed.

8) **Hourly rate:** All work done on the site will be billed to the client by CIS at the hourly rate of \$EC390 per hour. Any future maintenance work will be billed at our hourly rate at that time.

9) **Payment:** By signing the attached CIS Website Maintenance Contract the client agree to pay the entire monthly price of maintenance as indicated in the right column of your package description. Full payment is due upon signature of this agreement. CIS will not refund any deposits or payments once seven days have passed.

This agreement is legally binding seven days from the signing of this agreement and will remain in effect until the time contracted for maintenance is used in full.

CIS reserves the right to terminate service for any but not limited to the following reasons: pornographic web sites, web sites involved in domain name disputes, failure to pay for services on time, solicitation or selling of illegal products or services.

CIS will assess a \$75 charge for any checks that are not cleared through your bank. In addition, the client will be responsible for any bank fees imposed on CIS's bank account as a result of the client's un-cleared check.

10) **References:** CIS reserves the right to reference your site in any of its advertising or publicity. CIS will also place its logo at the bottom of your home page, and a text link to the CIS home page at the bottom of each additional page on your site.

11) **Sole Agreement:** The agreement contained in this "Website Maintenance Contract" constitutes the sole agreement between CIS and the client regarding this web site. Any additional work not specified in this contract must be authorized by a written change order, and may be subject to additional fees and/or charges.

I warrant that I have the authority to execute this contract on behalf of myself and/or my company, and acknowledge that I have read and understood this contract and have received a copy.

Signed and agreed to on this \_\_\_\_\_ day of \_\_\_\_\_.

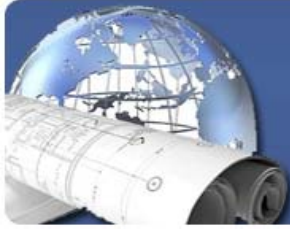
Computer Information Systems

\_\_\_\_\_  
Witness Signature

*Gerard A. James*  
Gerard A. James, ICT Consultant

\_\_\_\_\_  
Witness Signature

\_\_\_\_\_  
Client Signature



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This agreement is between \_\_\_\_\_  
and Computer Information Systems.

### Choose a Package Below

	Package	Amenities	Price
	Level 1	Up to 1 hours of monthly web maintenance.	\$390/ Mo
	Level 2	Up to 2 hours of monthly web maintenance.	\$370/ Mo
	Level 3	Up to 3 hours of monthly web maintenance.	\$350/ Mo
	Level 4	Up to 4 hours of monthly web maintenance.	\$330/ Mo
	Level 5	Up to 5 hours of monthly web maintenance.	\$310/ Mo
	Level 6	Up to 6 hours of monthly web maintenance.	\$290/ Mo
	Level 7	Up to 10 hours for 6 months web maintenance.	\$1950.00
	Level 8	Up to 20 hours for 12 months web maintenance.	\$3900.00

Additional time spent will be billed hourly at the rate of \$390. A Time Sheet will be presented to show time usage. Time not used during does not transfer to the next year. All Prices quoted are in Eastern Caribbean Dollars.

***Your billing will begin one month from the date of signature.***

By signing the Computer Information Systems Website Maintenance Contract you agree to pay the entire price of maintenance as indicated in the right column (price) of your package description at the top of this agreement.

Computer Information Systems will not refund any deposits or payments once seven days have passed. This agreement is legally binding seven days from the signing of this agreement and will remain in effect until the website is paid for in full.

CIS reserves the right to terminate service for any but not limited to the following reasons: pornographic web sites, web sites involved in domain name disputes, failure to pay for services on time, solicitation or selling of illegal products or services.

**Other Specifications:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I, \_\_\_\_\_, assert that I am a person employed by

\_\_\_\_\_, that I have the authority to make decisions concerning this company's web presence, and that I have the authority to promise payment to Computer Information Systems for services rendered. I assert that I have read Computer Information Systems Website Maintenance Contract and understand the contents therein.

**Customer Signature:** \_\_\_\_\_

**Complete the Following Contact and Billing Information**

Company Name: \_\_\_\_\_

Company Contact: \_\_\_\_\_

Billing Address: \_\_\_\_\_

Current Email Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Cell Phone Number: \_\_\_\_\_

Fax: \_\_\_\_\_

Alternate Company Contacts: \_\_\_\_\_

Site URL: \_\_\_\_\_

FTP Host/IP/URL/: \_\_\_\_\_

FTP Username: \_\_\_\_\_ FTP Password: \_\_\_\_\_

**Customer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Salespersons Signature (if applicable):** \_\_\_\_\_

**Date:** \_\_\_\_\_