

Common Support Tasks

Value & Priority

(0.5) (1) Estimated credit value
(£) Chargeable tasks at £50 + vat per hour

High – Actioned Immediately or ASAP

Website hosting is down (£) – Included in our hosting plan
Website is hacked (£) - Included in our security plan
Website not displaying correctly (£) - Included in our maintenance plan
Something is broken (£) - Included in our maintenance plan

Medium – Actioned the same day

Add new post (1)
Add new page (1)
Update plugins (1) – Included in our maintenance plan
Improve site speed (1) – Included in our maintenance plan
Optimise and add images (1)
Fix bug in code (1) – Included in our maintenance plan
Embed video (0.5)
Password reset (0.5)
Fix typo (0.5)

Low – Actioned within 1-2 days

Setting up G Suite (1)
Install/configure new plugin (1)
Minor CSS changes (1)
Add new banner/slider (0.5)
Add monthly offers (0.5)
Design a new graphic (£)
Large CSS changes (£)
Code new page template (£)
Register new post type (£)
Customise theme code (£)
Additional functionality (£)