

Monthly Wix Maintenance Pricing

FEATURES	Tier one	Tier two: Full Web Maintenance Plan	Tier three: After-Hours
Unique web update tickets		Three	Five
Website Updates and Support times	Monday to Friday between 9am – 5pm GMT	Monday to Friday between 9am – 5pm GMT	Monday to Sunday between 5am – 12am GMT
Editing or Development Hours ¹	£60/hour up to 1.5 hours calculated in 30 minute increments	Up to 3 hours of editing or development time included per month	Up to 5 hours of editing or development time included per month
Annual Reporting ²	Executive Summary – Website Analytics	Executive Summary – Website Analytics	Executive Summary – Website Analytics
Quarterly Reporting ³	No	Executive Summary – Website Analytics	Executive Summary – Website Analytics
Full-site backup ⁴	No	Monthly	Monthly
Online/Email Support	Yes	Yes	Yes
Zoom Support	No	Yes	Yes
Phone Support	No	Yes	Yes
Turnaround Time ⁵	4 days	2 days	6 hours
Mailbox creation and support ⁶	Two mailboxes up to two users/devices (cost of mailboxes not included)	Four mailboxes up to four users/devices (cost of mailboxes not included)	Fifty mailboxes up to fifty users/devices (cost of mailboxes not included)
Monthly Investment	£90.00	£180.00	£1800.00
Minimum term	Three months	Three months	Three months
	This does not include hosting, domain, mailboxes or other associated costs on hosting with wix. If set-up is required, this can be costed and billed separately.		

Hourly Wix Maintenance Pricing

FEATURES	Support	Social Media ⁷	Editing and development
Billing structure	Billed in 30-min. increments	Billed in 30-min. increments	Billed in 30-min. increments
Minimum billed time	1 hour	1 hour	1 hour
Online/Email support	Yes	Yes	Yes
Investment per hour	£60.00	£60.00	£80.00

Notes

- Upkeep to the website's elements like content, navigation, and forms maintaining the quality and functionality of the site. For example, updating text for a seasonal sale and need to update the product or service pricing, is considered as part of editing and maintenance plan. If you're looking for a redesign of the site and/or template pages that would be a separate fee.
- List of the top six pages that visitors: Start at, Recommended referral sites, Visited, Number of visitors per country, Bounce rate (the percentage of visits that left the website again only after a one-page view).
- What you get in Annual Reporting plus: A list of the following used by visitors, Operating systems, Browsers, Devices.
- Saved in a separate account.
- Can take up to the stated time for first response.
- Cost of mailboxes for email will depend on the provider/host selected. Support on set-up on iOS, Android, Windows and macOS, other restrictions apply.
- Connecting and maintaining social media sites.