

# Tweæk IT media

Website Maintenance Packages

These plans are designed to offer different levels of support and flexibility based on the amount of website changes you require and the priority of support you need. The higher the level, the more hours you have for website changes and the higher priority you receive for support. Additionally, all plans include theme and plugin updates, daily backups, and website security and fix services to ensure your website remains secure and up to date.



### **Priority website support**

This means that if you have an issue with your website or need assistance, your request will be given priority over non-priority requests. You'll receive faster response times and more attention from the support team.



### **Dedicated hours for website changes (same day)**

Depending on the level of plan you choose, you'll receive either 2, 4, or 6 hours of website changes per month. These changes can include things like updating text, images, or pages on your website. We will aim to make sure that the changes will be completed within the same business day that you submit the request.



### **Theme, plugin, and updates**

Your website may use a theme or plugins to add functionality or design elements. These elements need to be updated periodically to ensure that they continue to work properly and don't introduce any security vulnerabilities. Tweak IT Media will keep your website's theme, plugins, and other software up-to-date to ensure that your site stays secure and functional.



### **Daily backups**

Backups are essential for ensuring that your website can be restored if anything goes wrong. Tweak IT Media will take daily backups of your website so that if anything happens, they can restore your site to a previous version.



### **Website security and fix**

Website security is important to protect against hacking attempts, malware, and other security threats. Tweak IT Media will monitor your website for security issues and fix any problems that arise. This includes things like Removing malware, fixing vulnerabilities, and implementing security best practices.

The monthly plans offered by Tweak IT Media provide different levels of support and services for maintaining and managing a website. Here's an explanation of each plan:

### **LEVEL 1**

Priority Website Support

**2 Hours Web Update**

Theme, Plugin & Updates

Daily Backups

Bug Fixing

Website Security & Fix

### **LEVEL 2**

Priority Website Support

**4 Hours Web Update**

Theme, Plugin & Updates

Daily Backups

Bug Fixing

Website Security & Fix

### **LEVEL 3**

Priority Website Support

**6 Hours Web Update**

Theme, Plugin & Updates

Daily Backups

Bug Fixing

Website Security & Fix