

## Client Support Policy

We provide ongoing website support and maintenance to clients with a valid support plan. Clients are automatically subscribed to the basic plan upon the completion of a website project.

### Support plans covers:

1. Website Support & Maintenance
2. Disaster Protection\*
3. Server Monitoring\*
4. Website Concierge

Support plans have different tiers that vary in features and services provided depending on which plan the client adopted.

### Support Channels & Hours

Hours	Channels
24 / 7	<ul style="list-style-type: none"><li>• Ticket: <a href="https://accounts.pixelhost.sg/submitticket.php">https://accounts.pixelhost.sg/submitticket.php</a></li><li>• Email: <a href="mailto:support@pixelhost.sg">support@pixelhost.sg</a> (website related issues)</li><li>• Email: <a href="mailto:gce@pixelhost.sg">gce@pixelhost.sg</a> (email related issues)</li></ul>
Mon- Fri: 9:00am to 6:30pm	<ul style="list-style-type: none"><li>• Ticket: <a href="https://accounts.pixelhost.sg/submitticket.php">https://accounts.pixelhost.sg/submitticket.php</a></li><li>• Email: <a href="mailto:support@pixelhost.sg">support@pixelhost.sg</a></li><li>• Call: +65 6972 8817</li></ul>

### Website Support

- Identifying and resolving **current system's** operational issues, servicing of errors and bugs encountered via support channels.
- Troubleshooting via remote access.

### Website Maintenance

#### Technical Maintenance

- Pixel Mechanics site sentry monitors your website uptime, informing you when we detect any downtime
- Pixel Mechanics performs coding and browser compatibility maintenance annually, the service ensures website is in compliance with major modern browser update (Edge, chrome, firefox, safari, etc.)
- Pixel Mechanics checks for your website SSL status and mobile responsiveness every quarter.

#### CMS Maintenance

The nature of website software and technology including content management systems and frameworks is constantly changing and monitoring all these aspects is a necessity for the success of your website.

- Pixel Mechanics performs system core, theme, and plugins updates quarterly, the service ensures that your website backend is functional and patched against the latest security vulnerabilities.

### Security Maintenance

On top of the server level solution, a comprehensive security module is deployed within every CMS to further strengthen the security of your website on the application level. Security maintenance ensures that the module is functioning per intended to guard your website against hacks and malware

- Updating of security scanner and end point firewall
- Initiating security scans and applying recommended fixes\*

### **Disaster Protection**

Applicable **only** for clients hosted with Pixel Mechanics or Pixel Host.

Our platform is built on the premium Google cloud infrastructure for top reliability, security and speed.

- Server level firewall that protects sites from known hacks and breaches
- AI anti-bot and phishing deterrence stops brute-force attempts and prevents unauthorized access
- Automated cloud backups on the latest 7-14 basis, depending on which hosting package the client adopts.
- On demand backups can be generated when required

### **Server Monitoring**

Applicable **only** for clients hosted with Pixel Mechanics or Pixel Host.

Server-monitoring system by our DevOps team checks server status consistently to detect issues and applying fixes. It is also programmed to foresee and prevent a multitude of problems.

We constantly update server software such as the newest PHP versions or the most innovative protocols and compression algorithms like Brotli, HTTP/2, TLS 1.3, OCSP Stapling and QUIC.

### **Website Concierge**

Applicable only for websites created by Pixel Mechanics.

Using our CMS to update contents in your website is simple, however you might not have the time it. The concierge service enables you to tap on our support team for tasks relating to your website.

Concierge service works on a credit-based system basis. Refer to our concierge menu below for more information.

## Service Level Agreement

Severity	Examples of issues	Response Time
★★★★★	<ul style="list-style-type: none"><li>Website not accessible</li><li>Web pages not available</li></ul>	Within <u>8 hours</u>
★★★	<ul style="list-style-type: none"><li>Unable to publish contents</li><li>Broken images link</li></ul>	Within <u>1 business day</u> (Business hours only)
★	<ul style="list-style-type: none"><li>Unable to edit admin profile</li><li>Forget password / other access related issues</li></ul>	Within <u>1 business day</u> (Business hours only)

\***Response time** for Pixel Mechanics to acknowledge issue / disruption and taking appropriate measure and service recovery actions. Lead time for issue resolution will take up to 72 hours depending on the complexity of the issue

**WEB SUPPORT & MAINTENANCE PLANS**

	BASIC	PLUS	PRO
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**Website Support**

Call / Email / Ticketing / Remote Support	✓	✓	✓
Servicing of errors and bugs encountered	✓	✓	✓
Respond to website issues & requests	✓	✓	✓
Priority WhatsApp Support	X	✓	✓

**Technical Maintenance**

Website uptime monitoring	✓	✓	✓
Coding & browser compatibility	Quarterly	Quarterly	Quarterly
SSL status checks	Quarterly	Quarterly	Quarterly
Website mobile responsive checks	Quarterly	Quarterly	Quarterly

**CMS Maintenance**

CMS upgrade (core, themes, plugins)*	Upon Renewal	Quarterly	Quarterly
Security Firewall & Scanner Updates	When Necessary	When Necessary	When Necessary
Security Scan & Malware removal	X	X	Quarterly
Applying recommended fixes	X	X	Quarterly

**Disaster Protection\***

Automated cloud data Backup	7 - 14 days	7 - 14 days	7 - 14 days
On-Demand data backup	As required	As required	As required
Server level firewall	✓	✓	✓
Phishing deterrance	✓	✓	✓

**Server Monitoring\***

Web engineering support and oversight	✓	✓	✓
Web service monitoring	✓	✓	✓
Software upgrades and patches	As required	As required	As required

**Website Concierge**

Concierge coin(s)	20 coins / year	70 coins / year	140 coins / year
Coin(s) rollover	X	Maximum of 35 coins	Maximum of 70 coins
Rollover coin(s) cap	X	105 coins	210 coins
Additional coins	Refer to website concierge plan	Refer to website concierge plan	Refer to website concierge plan

Plan Price	<b>\$50.00 / month</b> (billed annually)	<b>\$90.00 / month</b> (billed annually)	<b>\$170.00 / month</b> (billed annually)
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*\*Only applicable to websites hosted with pixel mechanics*  
*\*Respond time for support request: 1-48 hours*  
*\*Turnaround time for support requests: 1-10 business days*

CONCIERGE - REGULAR	QTY	UNIT	COIN
<b>Server Level**</b>			
Update cPanel PHP version & extensions	1	update	1
Create FTP accounts (up to 3)	1	lot	1
Create / Restore backups	1	backup	1
Create / Delete MySQL Databases (incl SQL users)	1	set	1
Add / Edit / Delete Redirection	1	time	2
Add / Edit / Delete DNS Records	1	time	2
Create / Delete Sub-domains	1	time	2
Create / Delete Add-on domains	1	time	2
<b>Content Level**</b>			
Update / edit / delete - Web page content	1	page	2
Update / edit / delete - Categories & tags	1	update	1
Update / edit / delete - Website header/footer/menu items	1	update	2
Update / edit / delete - Website forms	1	form	1
Update / edit / delete - Website sliders	1	update	1
Add / duplicate - Web page content	1	page	2
Add / duplicate - Categories & tags	1	update	2
Add / duplicate - Website header/footer/menu items	1	update	2
Add / duplicate - Website forms	1	form	2
Add / duplicate - Website sliders	1	update	2
Resize / Crop - Images	3	image	2
<b>eCommerce Level**</b>			
Upload / edit / delete - Product	3	SKU	1
Add / edit / delete - Orders	1	entry	1
Add / edit / delete - Customers	1	entry	1
Add / edit / delete - Coupons	1	coupon	2
Add / edit / delete - Size guides	1	entry	1
Update woocommerce settings (default)	1	update	1
Update / delete - Payment methods	1	gateway	1
Update / delete - Shipping zones, options, classes	1	update	1
<b>Settings Level**</b>			
Add / edit / delete - Users	1	User	1

Add / edit / delete - SMTP Settings	1	Setting	1
Add / edit / delete - Newsletter	1	Setting	1
Insert / delete - Code to header, footer, body section	1	Insertion	2
Enable / Disable - Maintenance mode	1	Setting	1
Update - Instagram account connection	1	Update	1
Update - Live Chat connection	1	Update	1
<b>Styling Level**</b>			
Update - Typography	1	update	3
Update - Generic color scheme	1	update	4
Update - Header / Footer styling	1	update	3
Update - Button/page colors	1	update	3
Update - Form styling	1	update	3
Update - Minor CSS adjustments	1	update	4

\*All concierge services are only applicable for website hosted with pixel mechanics, and/or website built by Pixel Mechanics.

\*All concierge services pricing subjected to at the sole discretion of Pixel Mechanics.

\*\* Content / requirements to be provided and confirmed by client prior to execution.

CONCIERGE - ADVANCED	QTY	UNIT	COIN
<b>Layout Level**</b>			
Customize page layout	1	layout	30
Customize shop page layout	1	layout	30
Customize product page layout	1	layout	30
Customize blog page layout	1	layout	30
Customize blog post layout	1	layout	30
Customize portfolio page layout	1	layout	40
Customize portfolio post layout	1	layout	40
Customize slider layout	1	layout	30
<b>Feature Level**</b>			
Add whatsapp/messenger chat feature	1	module	20
Add bulk product editor module	1	module	30
Add atome / pay later payment gateway	1	module	30
Add rewards point system	1	module	50
Add image optimizer module	1	module	30
Add caching module	1	module	30
Add dynamic pricing module	1	module	50
Add abandon cart module	1	module	30
Add email customizer module	1	module	50
Add PDF invoice module	1	module	40
<b>Creation / Design Level**</b>			
Creation of graphical contents	1	revision	50
Basic photo edit / refine	1	revision	40
Additional web page design (within the same concept)	1	revision	40
Copywriting Services (services, blog, products, business profile)	1000	words	50
<b>Professional Service Level**</b>			
Basic page speed optimization	1	time	50
Bulk image compression	100	images	30
Website cleanup	1	time	30
Generate website backup	1	time	20
Basic SEO setup	3	pages	50
Website security scan and malware removal	1	time	50

CMS Training	1	hour	20
CMS Upgrade (Core, themes, plugins)	1	time	30

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### Top-up Concierge Coins

20 Coins	\$12.50 / coin	\$ 250.00	
60 Coins	\$11.25 / coin	\$ 675.00	10% Off
120 Coins	\$10.00 / coin	\$ 1,200.00	20% Off
240 Coins	\$8.75 / coin	\$ 2,100.00	30% Off

*Applicable only to clients with active website support plans  
Purchased credits valid for 1 year from purchased date  
50% Credits rollover to the following year allowed.*