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No Trees Website Maintenance and Support Policy

1. "Maintenance" is defined as keeping the website current and improving its functionality that can be achieved within the set allocated hours per month. It is not intended for major development work.

2. "Maintenance" includes; Software Upgrades that are core version specific for example:

- Joomla 3.0.0 will be updated to 3.9.23, 3.9.24 and so on until that version is no longer upgradable or that version reaches the end of its lifecycle.

3. Updates are completed by priority of maintenance request. Under most circumstances, we will endeavour to complete minor updates within 3 daus, except on weekends or holidays.

4. Time is based on actual time involved in completing the updates or answering support request, with a minimum of 30min support per call out or request. Onsite visits incur a call out fee of 1hour, plus a minimum of 30min of actual time spent on call out.

5. Although we make every effort to make accurate changes, it is the client's responsibility to review updates and notify us of any necessary changes that need to be made.

6. We reserve the right to distinguish between "updates" and "new development". The 3 day cycle does not apply to requests for new development which will be completed under a different timeframe and may incur additional charges at the same rate as your maintenance contract, but due to the nature of development projects, we will not break a project up into only a few hours of work each month.

7. Updates should be provided electronically (by maintenance request/email) to support@notrees.com.au . Attachments should be in .txt, .PDF or .doc (Word) format. Pictures need to be .jpg, .bmp, .png or .gif format. Updates may also be sent by postal mail, dropbox or any large file handling provider if necessary, such as in the case of supplying large graphic files. Tasks that require retyping data or scanning photos may incur additional time to complete the changes.

8. Maintenance Customers will be provided with a support email address for our support and maintenance team which is checked regularly including on weekends. Please supply as much detail as necessary, as time spent communicating back and forth may be applied to maintenance time.

9. All maintenance plans must be paid for in advanced, cancellation of such services must be sent via email to accounts@notrees.com.au before the next calendar month of service, charges for the current month & previous months must be paid in full.

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10. Monthly plans do not carry hours from one month to the next unless agreed otherwise. These hours are reserved for your usage during the month, should you need them.

11. There is no discount or refund if no updates are made to your site during a monthly maintenance cycle. We reserve your time whether it is used or not.

12. Your web site may be using third-party components (web site trackers, news feeds, etc.). We have no control over what third party sites do and take no responsibility for loss of information due to actions of these sites.

13. This Policy refers to the services provided by:

- Aquila Wolf-Wild trading as No Trees
- www.notrees.com.au

14. We may change this policy at any time.