**Annual Maintenance & Support Agreement**

**Ongoing Care for Your Digital Solution**

To ensure your system remains secure, up-to-date, and fully functional after launch, we recommend our comprehensive maintenance plan. Here's how our support structure works:

**1. Annual Maintenance Fee**

We charge **20% of the original development cost** annually for maintenance, which includes:

✔ **Technical Support**

* Priority troubleshooting assistance
* System health monitoring

✔ **Security & Updates**

* Regular security patches
* Compatibility updates with evolving technologies

✔ **Preventative Maintenance**

* Performance optimization
* Database integrity checks

✔ **Emergency Response**

* Critical bug resolution
* Disaster recovery support

**2. Essential Operational Costs (Billed Separately)**

These necessary expenses keep your solution live and secure:

• **Domain Registration**

* Annual renewal fees (varies by domain extension)

• **SSL Certification**

* Mandatory security certificate renewal

• **Hosting Services**

* Base server costs with flexible scaling options
* Additional charges if storage/bandwidth needs increase

• **Third-Party Services**

* Payment gateways, APIs, and other integrated services

**3. Enhancement & Growth Opportunities**

Future improvements are available as needed:

• **New Feature Development** - Custom quoted per project  
• **System Expansions** - Scaled based on requirements  
• **Major Version Upgrades** - Priced according to scope

**Why This Structure Works For You:**

🔹 **Predictable Budgeting**

* Fixed maintenance percentage makes planning easy
* Only pay for additional services when needed

🔹 **Transparent Pricing**

* No hidden fees in maintenance coverage
* Clear separation of necessary operational costs

🔹 **Flexible Growth Path**

* Scale your solution as your business evolves
* Add features when you're ready