



## Service and Support

Nextwave Media is a leading provider of website design and web applications. Based in Byron Bay, NSW Australia we are a team of professionals specializing in fields from Internet marketing to web (graphic) design to web application (web based software) development.

Unlike many other IT companies, Nextwave is very service driven and strive to break down the barriers that face clients when making choices about web technologies. Modern web sites operate in highly technical environments and no company can guarantee error free operation. Outstanding customer support is central to our business philosophy and we endeavor at all times to keep your site operational and meet your expectations.

However, the nature of the Internet means there are many dependencies on the operations of many different providers including but certainly not limited to your ISP, your domain registrar, your hosting company and even your internal network provider. Thus, while it is our every intention to provide you with the most reliable solution, the reality is that at times the inherent structure of the Internet may mean this isn't always possible. Following in this document is a quick trouble shooting guide.

## When Might You Need Support?

1. When your site is in **development**. We allocate a certain number of hours to development and support based on an estimate of the projects complexity and the client user level. In the event that additional hours are required additional charges may apply at rates indicated later in this document.
2. When you have a **question** about how some component of your site, email or domain works. Generally this time is chargeable after the sites development is complete.
3. When an **error** occurs on your site. We monitor all site errors and in many cases will be aware of an issue before you are. If the website has been already been approved as being fully functional then charges may apply.
4. **Meetings and Consultancy**. In general all meetings are chargeable. Alternatively you may wish to discuss a support plan with us that may include a set number of hours for phone, email and site support as well as consultancy. For any meetings relating to the scoping/development of a major new project the first hour and initial follow-up would be free. Further meetings are outlined in the project schedule. If they arent outlined you should assume they will be charged. Meetings for updates or additions to an existing client website are free for the first 30 minutes, then charged for at the normal consulting rate.



## Support Rates:

Item	Description	Cost
<b>(re)Development</b>	Any issue or question during a site (re)development if estimated development hours have not been exceeded	Free
<b>Content Development or Maintenance</b>	We can maintain your site and content for you on request.	\$80.00/hr
<b>Design or Template Issues</b>	Any issues or changes after a site design is approved and template created	\$95.00/hr
<b>Custom application Errors</b>	Any issues or changes after the application is approved (live)	\$110.00/hr
<b>Phone or Email Support &amp; Training</b>	E.g. questions about your site, setting up new domains or email, statistics archiving or analysis.	First 5 minutes free \$8.00 per 5min increments
<b>Remote Desktop Support/Training</b>	Desktop support is designed to empower us to work with you on your desktop to solve any support issues you are experiencing. Saving time therefore money!	First 5 minutes free \$8.00 per 5min increments
<b>Consultancy</b>	Meetings or consultancy	\$125/hr
<b>After Hours Support</b>	100% surcharge unless support cost is free as detailed above	

\* All costs are in \$AUD and exclude GST.



## **F.A.Q:**

### *1. Why do we charge for errors or improvement of existing customised designs or applications?*

Prior to any design, site or web application going live we test them as fully as possible. We'll also ask you to thoroughly test them. Once we have approval the change(s) will go live which represents your acceptance of a complete and tested application. Thus, all changes after this date are considered as improvements and are subsequently chargeable.

### *2. What browsers do we support?*

We support the latest major browsers and platforms only - currently Internet Explorer 6, Netscape 7.2, Mozilla 0.9 and Opera 7.5. If you require support for older browsers and platforms we can quote on this.

## **Good Questions to Ask Before Seeking Support:**

### *1. Has the domain name been paid for?*

Go to [www.melbourneit.com.au](http://www.melbourneit.com.au) and do a search for the domain name and then view the "whois" result - check if the domain name is expired.

### *2. Has your hosting account been paid?*

Check for any outstanding Nextwave Media invoices

### *3. Is your Internet connection working?*

Try browsing other sites. However be aware of caching – next points.

### *4. Maybe your browser is caching an incorrect copy ...*

On your browser select the "tools" menu at the top (internet Explorer only). Choose the bottom option "Internet Options" then "delete Temporary Internet Files"

### *5. Maybe you ISP is caching a copy ...*

Go to [www.anonymizer.com](http://www.anonymizer.com) and try browsing for your site (top right hand side). If you can see it then an issue exists probably with your ISP or internal network. If you have checked all the above and are still having problems please call us.



## Normal Service Rates

Item	Description	Cost
<b>Graphic Design &amp; Branding</b>	Logo design, business cards, brochures, website design	\$95.00/hr
<b>Development</b>	Website development, cd rom development, dvd development, email marketing development	\$95.00/hr
<b>Content Development or Maintenance</b>	We can maintain your site and content for you on request.	\$80.00/hr
<b>Internet Marketing</b>	Managing search engine campaigns and improving ranking.	\$95.00/hr
<b>Custom applications</b>	Dynamic software applications that automate business processes	\$110.00/hr
<b>Phone or Email Support &amp; Training</b>	E.g. questions about the internet eg setting up new domains or email, statistics archiving or analysis.	First 5 minutes free \$8.00 per 5min increments
<b>Remote Desktop Support/Training</b>	Desktop support is designed to empower us to work with you on your desktop to solve any support issues you are experiencing. Saving time and therefore money!	First 5 minutes free \$8.00 per 5min increments
<b>Consultancy</b>	Meetings or consultancy	\$125/hr
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## Products Pricing

Nextwave Media offers a number of off the shelf products to help you take immediate advantage of our expertise in past projects.

Item	Description	Cost
<b>Inbox Impact</b>	Branded email stationery	\$99
<b>Webcards</b>	Small promotional CDs the size of a business card.	\$3.50 ea. (min. 500 pcs) Design extra
<b>ListManager</b>	Email marketing system for branded personalized email communications with your list	Prices start from \$40 per month for up to 1000 contacts
<b>Nextwave Commerce</b>	Shopping cart and online catalogue solution	From \$4000
<b>VRTours</b>	360 degree virtual tours allow a viewer to virtually view a location	From \$150

*\* All costs are in \$AUD and exclude GST.*



## Hours of Service:

**Weeks Open** 52 weeks, excluding public holidays and weekends only. Closures outside this period will be notified to clients via email at least 1 week prior.

**Office Hours** Monday – Friday, 10.00am to 8.00pm

**After Hours Support** On a “best effort” basis only - see details following

## Key Contacts:

*During Normal Business Hours ....*

*Essentially you will be issued with a project manager as first point of contact. That role is best defined as the key person who understands your project acting as a liaison with the development team.*

### **Sales and Business Development**

Kym Gilham ph +61 2 66859059 Mob- 0402 859 566 or [kym@nextwave.com.au](mailto:kym@nextwave.com.au)

### **Site Development or Network Support**

Madhava Jay ph +61 2 66859059, [madhava@nextwave.com.au](mailto:madhava@nextwave.com.au)

### **Website Support, Accounts & Billing**

Matthew Adam +61 2 66859059 Mob- 0431 702 872 [matt@nextwave.com.au](mailto:matt@nextwave.com.au)

### **Programming & Application Development**

Alex Frings +61 2 66859059 Mob- [alex@nextwave.com.au](mailto:alex@nextwave.com.au)

### **Project management & Business Development**

Steven Brown +61 2 66859059 Mob- [steven@nextwave.com.au](mailto:steven@nextwave.com.au)

*After Hours ...*

We offer email and telephone support during normal business hours 9am to 6:00pm Monday through Friday excluding public holidays. For those clients without specific after hour's service agreements we will endeavour to provide a “best effort” level of service outside of normal business hours for **technical issues only**.

For clients whose businesses require guaranteed response time support outside of normal business hours we can provide a customer specific Service Level Agreement (SLA).



**Technical Support** Any site or server issues please first try calling our office on +61 2 66859059  
or emailing [support@nextwave.com.au](mailto:support@nextwave.com.au).