



What does CentralVA.Net offer its customers?

Every customer is different, and services should be tailored to a customer's specific needs. CentralVa.Net can offer support for its web services from just the initial install to full support for posting and updating content.

Site Assessment and Evaluation of Effectiveness

A website is an investment in your success. If you have a website, you need to know how it is working for you to attract business and grow your customer base. A site assessment by a professional web services administrator can tell you how effective your site is, and what needs improvement. This includes:

- Search Engine Optimization Evaluation
- Testing of website load speed
- Mobile version testing
- Comparison of site with competitor sites
- Finding broken content and links
- Proofreading existing content
- Recommendations for improvement

Flat Rate Website Design or Redesign

Clients needing to set up a website for the first time or overhaul their current site can speak with a CentralVa.Net technician and get a flat-rate quote for a whole redesign. This includes:

- Use of client-provided and existing images and text content
- Custom design according to the client's desire and the CMS's provisions
- Incorporation of client-requested capabilities, including contact forms, product cataloging, and linking with social media
- Search Engine Optimization
- Establishment of email accounts on the domain with forwarders, aliases, and access to webmail provided
- Access via CMS and cPanel to make edits to the site
- Up to two redesigns of the site:
 - Upon completing the site according to the client's expressed desires, CentralVa.Net will make two revisions of the site.
 - The client and technician will work together on a list of changes for the first set of revision.
 - After these changes are completed, the client and technician will collaborate on the second set of changes. These will be the final changes.
 - Any additional edits after the two redesigns will be at the hourly web design rate.

Hourly Web Design Work

Clients needing to make changes to sites that are already running can opt to utilize Rose Computers' hourly web design rate. The technician will communicate with the client on what changes are needed, and will then accomplish them via

the existing CMS or by writing custom code. The technician will carry out the work to the completion and client's satisfaction, billed at the hourly rate. This includes:

- Changes to content such as images or text
- Cleanup of Viruses or malware on a site
- Addition or deletion of email addresses after initial setup
- Speeding up a slow site
- Adding capabilities or interactivity to an existing site
- Fixing or removing broken links and images

Monthly CMS Maintenance

A Content Management System, because it is software, needs to be kept up to date in order to remain secure and functioning. Sometimes required updates can 'break' or disable the current functionality of a website. CentralVa.Net offers clients the option to pay a small monthly fee for this service to be carried out for them, hassle free. Any necessary updates will be performed regularly, and any issues stemming from the updates will be solved by the technician as part of the services agreement.

This service covers only updates to CMS and maintenance of existing content as it relates to software updates. This does not cover changes to content or creation of new content.

Web Services or Content Management System Training

One of the major benefits to using a CMS is being able to do updates to the site yourself. Clients who have never used web administration software before may need assistance familiarizing themselves with the platform CentralVa.Net installs on their site.

For an hourly web training rate, a technician can meet with clients at the CentralVA.Net office or onsite at a time that is convenient for the client. The technician can also draft instructions for managing utilities specific to each client's site, for the client's future reference. Training for either one or several people will be billed at the hourly rate.

Web Content Management

For a flat monthly rate, a client can maintain a constant content lifeline at CentralVa.Net. Clients who subscribe to this service can request changes to content on the site at any time. This service includes, but is not limited to:

- Social media link maintenance
- Consistent search engine optimization
- Access to reports about website traffic
- Finding and fixing broken links and images
- Updates to existing content and creation of new content
- Posting of announcements, blog posts, promotions, and other regular website updates
- Support for related services including mass mailing clients and social media

Terms of Service

1. Your account access to all systems owned by CentralVa.Net is subject to the conditions outlined below and is subject to change without notice. Failure to comply with any of the below terms and conditions will result in termination of your account.
2. Customers must provide accurate, up-to-date registration and billing information. Information that is not accurate or belonging to someone else will constitute termination of your account.
3. CentralVa.Net is an Internet services provider granting access to a world-wide collection of networks, organizations and individuals. CentralVa.Net does not guarantee twenty-four hour, seven day a week access to our, or any other, network. CentralVa.Net will make every attempt to provide 24/7 connection to our system, but cannot fully guarantee it.
4. Your account must not be used for illegal activities that are subject to local, state, federal, or international laws.
5. Your account must not be used for unsolicited or bulk e-mailing to other users accounts. If this occurs you will be billed per hour for our time and for excessive bandwidth usage, and your account will be terminated.
6. CentralVa.Net prohibits pages that promote illegal activities or cause harm or injury to any group or individual. CentralVa.Net prohibits links to pornographic or other such material that may be offensive to users.
7. Intentional and unauthorized access (hacking or cracking) to CentralVa.Net's computer system and data residing on this computer system is a criminal act and is punishable by law. Users may not use CentralVa.Net's system in order to gain access to restricted information stored on remote computer systems elsewhere on the Internet.
8. CentralVa.Net may keep any records that are deemed necessary of the Customer's use of the service.
9. CentralVa.Net shall not be held liable for any damages arising out of use of the service or inability to use the service.
10. If a customer fails to pay their account by the fifteenth day into their billing cycle, the account will be automatically closed at 5:00 pm on that day. A billing cycle occurs monthly on the same date the customer signed up for service. CentralVa.Net invoices by credit card or email billing unless other arrangements are made. Your invoice is sent to you by email and can be printed out to return with your payment.
11. Payments for service are non-refundable.
12. Any subscriber wishing to terminate service with CentralVa.Net must make a written cancellation request to CentralVa.Net; by e-mail to billing@CentralVa.Net or by regular mail to our office at 2317 Lakeside Dr., Lynchburg, VA 24501. Please include your full name, phone number, address, e-mail address and reason for cancellation. Any cancellation request received after the customer's billing date will become effective at the end of the billing cycle. We will check your account and mail you a cancellation confirmation within a week. The confirmation will detail the effective date of your cancellation and any balance that is due on your account.