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| Date | April, 2020 |
| Company | Columbia County Tourism Development Council |
| Contact | Paula Vann |
| Title | Executive Director |
| Address | P.O Box 1847, Lake City, Florida 32056 |
| Phone | 386-758-1312 |
| eMail | p vann@columbiacountyfl.com |
| URL | https://springsrus.com |
| Service | Website Support Plan |
| Contract Period | May 1, 2020 – September 30, 2020 |
| Agency Fee | \$4,000 one-time payment (reflecting \$800/month for 10 hours of website support services). Payment in full for the period of this contract is due upon the starting date. |

Scope of Work - Website Support Plans

A key component of every successful web analytics solution is knowledgeable and responsive Technical Support. If you decide not to subscribe to an optional support plan, we will quote and charge

Support Plans Include:

- Adding and removing of menu items, icons such as weather, social media, video, iTunes, Google Play and PDF links
- CMS quarterly upgrades/security patches and plugins
- Smart banners for app downloads. Add and remove.
- Updates to text, images, and other minor content changes to the customer's website pages. (Includes creating directions for the client if this is accessible on the Content Management System)
- Updates to slideshow or video changes on the homepage either through the Content Management System or web page
- Tracking codes and campaign pixels. Implementation for advertising campaigns.
- Implementation of changes to the website requested through third-party SEO companies working in partnership with the client

Package: 10 HOURS at \$800/month

TEN (10) HOURS MONTHLY including items as listed above as day-to-day support.

- Include items as listed above
- Including a Quarterly Strategic Planning Call
- Including annual onsite consulting

Support Plan - Terms of Service

Any work that exceeds the selected package or if no support plan package is selected, the client will be billed on **an hourly basis of \$120 per hour**. Work within the package of choice will be billed in one-hour increments.

Any unused time is not accumulative beyond the contract period. You may allocate unused hours from one month to the next. ITI Digital will provide monthly reports on the usage of hours.

What is not included?

Web page layout updates, image editing, graphic design, graphics editing, database design, database changes, programming, and search engine optimization. Website redesign, realignment or re-development. ITI will submit a quote for the services upon request. CMS design or integration including but not limited to blogs, shopping carts, and web forums. ITI Digital is not responsible for rewriting sentences, restructuring paragraphs, or checking for typing errors, misspellings, etc.

Deadlines & Deliverables

ITI Digital will respond to all maintenance requests from "The Client" within 48 hours on weekdays and 72 hours on weekends, via email or phone or through our Support Ticket System with a confirmation that the request was received, and estimated completion date for each action item in the request. ITI Digital will adhere to all quoted deadlines for the deliverables in the maintenance requests at all possible costs. In the event that ITI Digital has any issues in delivering on a quoted deadline, "The Client" will be notified via email or telephone the reasoning for any change.

Additional Services

Any revisions, additions or redesign "The Client" requests ITI to perform that is not specified in this document shall be considered "additional" and will require separate agreement and payment. ITI shall advise "The Client" on any requested work that falls within these bounds.

Customer Acknowledges

ITI Digital has no control over the policies of search engines or directories with respect to the type of sites and/or content that they accept now or in the future. Customer's website(s) may be excluded from any search engine or directory at any time at the sole discretion of the search engine or directory entity.

If changes are made by ITI Digital according to Customer's information, and the changes submitted by the client are not correct, additional time to remedy the changes fall under the maintenance hours of time allotted.

Support Plan - Terms of Service - Continued

Limited Liability

The client acknowledges that the service provided is of such a nature that service can be interrupted for many reasons other than the negligence of ITI Digital and that damages resulting from any interruption of service are difficult to ascertain. Therefore, the client agrees that ITI Digital shall not be liable for any damages arising from such causes beyond the direct and exclusive control of ITI Digital. Client further acknowledges that ITI's liability for its own negligence may not, in any event, exceed an amount equivalent to charges payable by the client for services during the period damages occurred. In no event shall ITI Digital be liable for any special or consequential damages, loss or injury. ITI Digital is not responsible for any damages your business may suffer. ITI Digital does not make implied or written warranties for any of our services. ITI Digital denies any warranty or merchantability for a specific purpose. This includes loss of data resulting from delays, non-deliveries, wrong delivery, and any and all service interruptions caused by our server.

ITI Digital has no control over the policies of search engines or directories with respect to the type of sites and/or content that they accept now or in the future. Customer's website(s) may be excluded from any search engine or directory at any time at the sole discretion of the search engine or directory entity.

SIGNATURE PAGE

I understand that I will be billed for the quoted plus any production charges incurred for creative work other than outlined within this insertion order. I understand that all charges are due within 30 days from the billing date and that a finance charge of 1.5% will be applied to any unpaid balance after 30 days.

Organization: Columbia County Tourism Development Council

Services: Website Support Plan

Contract Period: May 1, 2020 - September 30, 2020

Fee: \$4,000 one-time fee reflecting the support plan of choice (as indicated above)

No Early Termination; No Refunds.

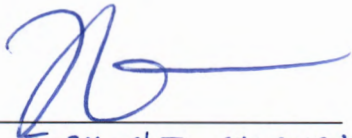
The contract period will end on the expiration date and the agreement cannot be canceled early. All articles are written within 30-days of the signed insertion order and marketing strategies are committed. We do not provide refunds.

**Payment Terms: 30 days from the date of the signed agreement*

Accepted on behalf of:

Columbia County Tourism Development Council

Signature: _____


~~Paula Vann~~ **TOBY WITT, CHAIRMAN**
~~Executive Director~~



Accepted for ITI Digital:

Franci Edgerly
CEO & Founder

Please return signed insertion order scanned by email to franci@iti-digital.com