

## FREQUENTLY ASKED QUESTIONS

Q1. What do you need from me to have my website created?

A1 One of the main things we need from you is the web content, be it text and/or images. You will not need to lay it out or organise it in any way. As long as it's in a readable format such as Microsoft Word, Microsoft Excel, Microsoft Notepad etc; we will handle the rest. Once we have this information we'll contact you on occasions to confirm or make changes to our work in progress.

Q2. How much does it cost?

A2 We price our creative services largely based on your requirements. There is product differentiation between web sites, graphic design and management just like anything else. Generally we start our prices from J395.95 for a top of the line design and go up from there as additional functionality is added. When you compare that price to the J1000.00 plus you'll be paying for many interactive firms the benefits of hiring a small family company like MadVue becomes apparent very quickly.

Q3. What do I get for my money?

A3. We will be working very closely with you to produce a design which reflects your business well and we'll aim to provide a website which will appeal to your clients/customers. We not use ready made templates, we create our own templates so all our sites are very original, designed from scratch and bespoke. We offer excellent value for money to all our clients. If you can find the same website specification cheaper then we'll do our up most to try and price match. In some cases however you may find cheaper options available but we feel with our proven track record that goes over ten years of experience our prices are very competitive. We offer free help and advice through every stage of development and we'll continue to help should you need it once your website has gone live. We have very happy clients and we want all our clients to be satisfied with the end product by getting a website which meets their requirements with its own unique look and feel.

Q4. How will people find my web site?

A4. Every website is built properly following the current best practice and we'll register with the free to register search engines. We use the latest SEO (search engine optimisation) techniques including keywords in the title page, page text and in special tags within the HTML code, sitemaps and offer a wealth of advice on how to maximise your web site search engine performance. We often achieve very good search engine results but can never guarantee a first page placement. Its often becomes necessary to use paid listings or the services of specialist SEO companies to guarantee first page placement.

Q5. How long will it take before my website is live online?

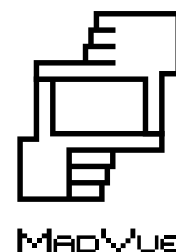
A5 We will do our up most to see to it that we don't take longer than 3-5 weeks once we've received all the content. Larger more complex database driven web sites will take longer. Normally we need 1-2 weeks to reach the design sign off stage then 2-3 weeks to populate.

Q6. What is hosting?

A6 Hosting is the space on the internet where your website is stored. We find the best hosting solutions for our clients. We will set up all of the clients hosting requirements including Databases and Scripting etc.

Q7. What is domain name registration?

A7. Every website needs to have www.address.com. The address needs to be purchased in order for



your website to operate. It is important to choose the best domain name(s) to represent you or your business and it can also help with SEO (search engine optimisation) we can provide help and advice to make sure you make the best available selection.

Q8. I do not know how to write text for my website?

A8 The hardest part of building your web site is providing engaging text that sums up your philosophy while still being engaging and concise. We have an in-house expert who is a proven copywriter who has produced text for many blue chip clients.

Q9. What about maintaining my web site once it is live?

A9 When your website has gone live it is likely that there will be some level of maintenance required from updating contact details to adding new case studies or a completely new look and feel. For smaller changes we charge a fixed hourly rate which can be broken down for many minor updates. If the changes are more extensive we will provide a quote and timescales. Minor updates are carried with 1-3 days. If you wish to regularly update areas of the website a CMS (content management system) may be more appropriate, please see Question 10.

Q10. Can I update my own website?

Yes. We have designed many web sites with CMS (content management systems) these require no specialist skills in order to update your web site. You can change, copy, images and upload documents. The CMS works via a very user friendly web based admin system so all you need is access to the internet to instantly update your web site.

Q11. Do you offer any type of discounts?

A11. We always try to remain competitive in our pricing and we'll even try and price-match a specification you already have. If the website is for a school or a non profitable organisation we will offer some discount.