



Pennsylvania State Association of Boroughs Point of Contact & Disclosure

20221213

PSAB's Web Design Program Point of Contact & Disclosure

Please fill out the below information, sign, and return this document to PSAB via email, fax, or mail. This form may also be filled out online at <https://webdesign.boroughs.org/forms/disclosure>. Please note that any fields marked with an asterisk (*) are required information.

If your municipality is already enrolled and paid for and you are using this form simply to change the contact on the account, you will not be billed again until the renewal is due.

Municipality Information

Municipality Name* _____
Address* _____
City and Zip Code* _____
Phone* _____
Fax _____

Authorized Points of Contact

Primary Contact Name* _____
Primary Contact Title _____
Primary Contact Email* _____
Secondary Contact Name* _____
Secondary Contact Title _____
Secondary Contact Email* _____
Tertiary Contact Name _____
Tertiary Contact Title _____
Tertiary Contact Email _____

PSAB's Web Design Program Features and Terms & Conditions

PSAB's Web Design Program is managed by PSAB and a third-party administrator. The terms and conditions outlined below apply to PSAB, its third-party administrator, and the participants of the program unless specifically noted otherwise in this document.

Communication

All instructions must be documented, in writing, through webdesign@boroughs.org. Accordingly, phone calls (including the time needed to document the phone call) will be charged against your service contract and may generate additional billings if contract time has been exhausted. At no time will instructions be accepted without written approval.

Points of Contact

Communication and support will only be accepted by the points of contacts on file. It is the responsibility of the municipality to notify the PSAB Web Design Program of any changes in point of contact information.

Contract Time

You receive seven (7) hours of time annually. This time may be used in various ways, such as building a new site, transferring a site to WordPress, making updates throughout the year, support, WordPress training, upgrades to your site, website redesigns, and more. PSAB's Web Design Program cannot provide any type of support or services for issues outside of our control or located on client computers, mobile devices, third party servers, etc. Contract time use requests may be placed through webdesign@boroughs.org.

Update Requests

Updates to the municipality's site are usually completed within 24-48 hours from receipt of your material, depending upon the complexity of the updates and if there is a backlog. All website work and updates are scheduled and completed in the order they are received. During peak times, significant delays may occur. We confirm receipt of all communications via e-mail. If we did not confirm receipt of materials, we did not receive them, and completion of your request will be delayed.

Additional Time

Once your annual contract time is exhausted, additional time is available for purchase at a discounted rate.

Content

All content, including images, logos, and copy/materials, are to be provided by the client in an approved format (listed below). All content should be clearly labeled and detailed instructions concerning placement must be provided. PSAB's Web Design Program will not accept scanned or handwritten content unless the intent is to post that content, as is, in a pdf format. Time to organize content, create content, sort or adjust pictures, etc., is charged against your contract and may generate additional billings if allocated time is exhausted.

Approved Content Formats

- Images – JPEG, JPG, PNG, AI, PSD, SVG, PDF, TIFF, GIF
- Video – MP4, WMV, MOV, FLV, AVI
- Copy – DOC, DOCX, TXT, ODT, PDF (must not be an image)
- Audio – MP3, WAV, WMA
- Fonts – TTF
- Colors – Hex, Rgb
- Custom Icons – Solid Color SVG in a 1:1 ratio dimension file

Hosting

Hosting is included in the program. The program includes the base "Managed WordPress Hosting" plan through our third-party administrator which includes 3GB of storage and 30 days of backups (backups are courtesy, PSAB nor its third-party

administrator is responsible/liable for backups). You can read more about this hosting plan at <https://coursevector.com/services/hosting/>. Additional hosting storage (up to 30GB total) available for an additional charge.

WordPress

All sites are built utilizing WordPress, the world’s leading content management system.

WordPress Features

WordPress is a plugin-based system. Therefore, there are new and improved features being released on a continual basis. The functionality and features through the program are updated when new plugin/theme releases are generated. Most updates are free, except for install time, which, in most cases, is covered under the yearly time.

Payment

If payment is not received within 60 days, your web services and site will be deactivated. If your site/services are deactivated, a \$50.00 reactivation fee will be assessed upon activation. This renewal/agreement will be valid, binding and payable from year to year unless written notice is provided by either party within 90 days of renewal date. Any outstanding invoice exceeding 60 days can result in the termination of your website, and the loss of your domain name.

Right to Terminate Service

PSAB’s Web Design Program reserves the right to terminate service at any time and for any reason. In the event we terminate service, and your account is paid and in good standing, your domain name will be released to you and any monies not allocated to your contract period will be refunded. PSAB’s Web Design program does not assume any liability for the management or assignment of your passwords, web content, backups or any internet related issues regardless of whether said issues were caused by you, PSAB, or a PSAB third party contractor.

Summary

The features and terms & conditions outlined above are subject to change. Changes to these terms and conditions will be announced through email or mail.

PSAB’s Web Design Program only includes the services outlined in this document. Services rendered by our third-party administrator will be subject to their terms and conditions.

Any dispute which arises regarding these terms & conditions shall be reviewed for all purposes in accordance with the state and federal law. In the event of a dispute the proper venue shall lie solely in the state and/or federal courts located in Dauphin County, Pennsylvania.

Approval & Authorization*

By signing this disclosure, you are agreeing to the PSAB Web Design Program Features and Terms & Conditions listed above.

Signature of authorized elected/appointed official Printed Name Date