Service phase and website publication

The period of time between processing the last feedback and the publication of the website is the service phase of the project. This phase gives the client time to prepare for publication by placing the last content on the website and possibly learning more about other Genkgo applications using the support website. During the service phase, Genkgo offers supportby means of answering questions via e-mail. Read our policy for requesting an extra feedback rounds. The publication date is also determined during the service phase.

Determining the publication date

Genkgo will publish the website when:

1. All preparations regarding hosting and connections have been done by the client
2. The client gives the okay to publish within 4 weeks after processing the last feedback.

Upon receiving the okay to publish within the set period, Genkgo will publish the website within three working days. The website can also be published on a set date within the set period in consulation with Genkgo.

If the client does not give the okay within the set period of time, the publication date is outside the terms and conditions of the existing contract. This means that additional costs for the reserved hours and ‘standby time’ will be charged (at least one block of 4 hours).

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