

Packages

HOSTING

Our hosting solution uses the latest dedicated virtual private servers (cloud infrastructure) technology, with super fast speed, reliability, resources and traffic management. We'll handle the server on your behalf and invoice our hosting annually.

DOMAINS

Your domain name e.g www.company.com will generally cost between £10 - £40 per year paid directly to the Domain Registrar. We are happy to manage the upkeep and renewal process for you to keep all your bills in one place.

MAINTENANCE

Our maintenance package covers the upkeep of your website, taking regular monthly backups and updating CMS security patches and plugins. This makes sure the website is ticking over nicely and up to date, we invoice our maintenance package monthly.

SUPPORT

We offer a range of Service Level Agreements to cover a range of services required, from basic through to high priority. Typically this covers, phone & email support, diagnosing website bugs and light fixes, adjusting or implementing CMS elements, tweaking layouts and content. We offer this service monthly at a reduced rate, those on higher importance support contracts will take priority. A scope of Service Level Agreement will be defined outlining the monthly service.

Packages

Item	Description	Cost
Hosting	Dedicated VPS: 1gb Ram, 1 x processor, 30gb storage, 2TB bandwidth, SSL certificate	£300 / annually
Maintenance	Covers website security patches, backups and plugin updates.	£30 / month
Support <i>Basic to Priority</i>	Service level agreement (SLA) to carry out light project management, design or developer work on website, starting with basic cover. Defined by SSLA terms - minimum 1 hour.	From £40 / month

Contracts can be paid monthly in advance or annually with a discount.

PAYMENT & SCHEDULE

Payments to be made on the 1st of every month collected by direct debit via GoCardless.

We reserve the right to terminate your contract on missed or late payments.

TERMS & CONDITIONS

Whether we host for you or not, we pride ourselves on not locking you into any fixed long term contracts. You are welcome to cancel with us at any time and we will provide all your assets back to you in a zipped file ready for you to hand over to your chosen hosting provider.

We can provide access to your site files via ftp if required although we advise that any file changes are handled by your web developer. We are not responsible for any website files that are uploaded to the server.

If there is an issue with the server, we aim to respond to any queries within a 24 hour period and action the response within a 48 hour period.