



Website Hosting Options

Keeping your website up-to-date is crucial to maintaining the security, performance and reliability of your biggest online marketing tool.

Already have the internal IT team to do this routine maintenance in-house? Awesome. Stick with our basic hosting package.

Need us to make these maintenance updates to your WordPress website on a monthly basis? Upgrade to our advanced hosting package and you won't have to worry about the behind-the-scenes upkeep.

	Basic Hosting	Advanced Hosting
SSD (solid state drive)	✓	✓
Website Monitoring	✓	✓
SSL Certificate	✓	✓
Offsite Website Back-Ups	1x/week	1x/day
CDN (content delivery network)	---	✓
Monthly WordPress Updates (core, theme and plugins)	---	✓
Pricing	\$45/month	\$195/month

(Adding new features or fixing broken functionality will still be billed at our regular hourly rate.)

Glossary

Confused by what some of these techy terms mean?

Here's a quick guide:

- **SSD:** A solid state drive will improve performance of your site dramatically vs. using a HDD (hard disk drive).
- **Website Monitoring:** A handy li'l app checks your website status every few minutes and will send our web developer and server administrator push notifications if your site goes down so we can get to work on a solution right away!
- **Website Backups:** Your site will be automatically backed up on a regular basis, just in case you need to restore to a previous version. Basic hosting backups are made once/week with four total copies saved; advanced hosting backups are made once/day with seven total copies saved.
- **SSL Certificate:** Sometimes called a digital certificate, SSL certificates are used to establish a secure encrypted connection between a browser (user's computer) and a server (your website). This protects sensitive data exchanged during each visit and is beneficial for SEO.
- **CDN:** A content delivery network is a globally distributed network of proxy servers deployed in multiple data centers. The goal of a CDN is to serve content to end-users with high availability and high performance. (Basically, your website will load faster.)
- **WordPress Updates:** Outdated WordPress functionality is one of the top ways that a website can be hacked, so once a month we will install all necessary updates to the core, themes and plugins. Bonus: If something breaks during the process, we will provide up to one hour of compatibility support. If we can't fix it within that time, we will rollback to your latest update and contact you with recommendations.

The (Not-So) Fine Print

Your website goes down due to a server issue.

No worries, we'll fix it! We have your backups in offsite storage and can reinstall your site, if necessary.

Your website goes down because it has been hacked.

If you have basic hosting, it's your job to keep your website up-to-date; we'll be happy to send you the most recent backup of your site, but support and service beyond that will be billed hourly. If you have the advanced hosting package, your site will be kept up-to-date so being compromised is unlikely; however, if it does happen, we'll troubleshoot and reinstall the most recent backup of your site.

Your website isn't acting right after we've made an update (advanced hosting only).

If a WordPress update causes your site to act funky, we'll spend up to one hour troubleshooting the issue; if we can't fix the problem, we will rollback to your latest update and contact you with recommendations.

Your website isn't acting right after you've made a change.

We'll be happy to troubleshoot at our regular hourly rate (currently \$150/hour).

You need more pages or new functionality added to your website.

Based on the complexity of the project, we can give you a flat-rate quote or charge hourly.

I understand the agency vs. client responsibilities outlined in this website hosting document.

I choose (pick one):

- Basic Hosting (\$45/month)
- Advanced Hosting (\$195/month)

I want to pay:

- Monthly (automatic), via
 - ACH (free)
 - credit card (3% fee)
- Annually, via
 - check (free)
 - ACH (free)
 - credit card (3% fee)

Signature

Printed Name

Title

Company Name

Date