

# HOSTING & SUPPORT OPTIONS

CLOUD HOSTING	HOSTING & SUPPORT	PEACE OF MIND
<p><b>£20</b> PER MONTH</p>	<p><b>£80</b> PER MONTH</p>	<p><b>£160</b> PER MONTH</p>
<p>Cloud hosting</p>	<p>Cloud hosting</p>	<p>Cloud hosting</p>
<p>2x daily backups</p>	<p>2x daily backups</p>	<p>2x daily backups</p>
<p>99.98% uptime</p>	<p>99.98% uptime</p>	<p>99.98% uptime</p>
<p>Unlimited bandwidth</p>	<p>Unlimited bandwidth</p>	<p>Unlimited bandwidth</p>
<p>Unlimited Databases</p>	<p>Unlimited Databases</p>	<p>Unlimited Databases</p>
	<p>Security updates to CMS</p>	<p>Security updates to CMS</p>
	<p>Monthly traffic report</p>	<p>Monthly traffic report</p>
	<p>Updates to platform/CMS</p>	<p>Updates to platform/CMS</p>
		<p><b>2 hours ad hoc support</b></p>

All prices exclude VAT and are priced per site/slot on server. Additional maintenance hours can be added to package charged at a discounted hourly rate of £40 (+vat) (normal rate £50), this hourly rate can only be used if you are using the hosting and support package. Additional hours cover ad hoc support, technical support and changes to the website which are sent through on request by client. Frogspark provide a 3 hour response time to priority 1 items, 2 day response time to priority 2 items and 5 days response time for priority 3 items.