HANDMADE
WEB & DESIGN

HOSTING SERVICES

Hosting is the online storage space used to "host" the files associated with your website, including your web pages, images and content management system. Handmade Web & Design offers hosting which is:

FAST

State of the art servers specifically optimised for powering WordPress websites for super fast performance and to help Google search rankings

SECURE

Our physical servers are housed in a secure data centre in Sydney, and with regular automatic backups, your website is safe

RELIABLE

99.5% uptime and support by our professional team in Berry, NSW, 365 days a year

MANAGED

We take care of routine WordPress and plugin updates for you, which are essential for site health and security, unlike most other hosting providers

WHAT WE PROVIDE	BASIC	BUSINESS	PREMIUM
Website hosting	✔	✔	✔
Automatic backups	✔	✔	✔
DV SSL Security Certificate	✔	✔	✔
Routine software updates	2 x per year	4 x per year	12 x per year up to 1 hr/mth
Cloudflare security & speed optimisation software	✔	✔	✔
Wordfence free security plugin and configuration	✔	✔	✔
Power & Traffic capacity	Medium	High	Highest
Monthly cost (ex GST)	$33/mth	$55/mth	$120/mth
Yearly cost (ex GST)	$396/yr	$660/yr	$1440/yr

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Read our privacy policy here: https://www.handmadeweb.com.au/privacy/

ADD-ONS

SECURITY PLUS ADD-ON $45/MONTH
✔ Security firewall
✔ Malware scanning
✔ Blacklist monitoring and removal
✔ Free unlimited hacking repair
✔ Denial of Service Attack Mitigation
✔ Add to either Basic, Business or Premium Hosting

Disclaimer

The security add-on is provided by a 3rd party vendor and significantly hardens your website to better defend against malicious attacks. It also enables us to reduce the impact of Denial Of Service (DDoS) attacks and as such it is a prudent measure for businesses wishing to reduce their risk profile. However, due to the nature and scale of some malicious activity, this service provides no guarantee that your site is completely impervious to attack and/or disruption.

ADHOC SUPPORT & UPDATES

Support with your website is available from our professional team in Berry.

Should you experience an problem with your website or hosting, please email support@handmadeweb.com.au. *Note that support is limited to critical issues only after hours, such as your site being offline.*

Time is charged in 15 minute increments at these rates:

$130/hour

Work items scheduled > 5 business days ahead. Monday to Friday 9am–5pm, excluding public holidays and Christmas/New Year closure period (2-3 weeks duration from ~22nd December).

Express support (< 5 business day turnaround) **$150/hour**

Urgent critical issue resolution or support outside business hours: **$195/hr**

Designer rate: $140/hr (Express $160/hr)

SUPPORT AND UPDATES INCLUDED IN OUR HOSTING SERVICE

ACTIVITY	INCLUDED	NOTE
Routine software updates	✔	Essential content management system and plugin updates to keep your site secure
Warranty issues	✔	Standard 60 day warranty on sites we build and may repair at-fault issues beyond this period
Issue investigation resolution	✖	A query or issue about your website that you need our help with
Major software updates	✖	Major new releases of WordPress, WooCommerce, or themes/plugins that require additional site remediation
Third party theme or plugin support	✖	Support with any function provided by a third party theme or plugin
Technical bugs	✖	Glitches not present at time of launch
Training	✖	Tutorials, creation of instruction documents
Content updates	✖	Updating content such as text or images
Design updates	✖	Changing page design, layout or styles
Technical updates	✖	Changing or adding new functions
Email address changes	✖	Adding new email addresses, changing or removing addresses
Email configuration	✖	Troubleshooting your ISP, router, network or email software e.g. Microsoft Outlook, Mac Mail, tablet/phone mail apps
Internet Service Provider support	✖	Liaison or support with your ISP or third party spam blacklists
Computer or device support	✖	Support with your computer or mobile device hardware or software

Please be aware that we're not IT specialists, so if you are having trouble with your email, ISP, network, computer or device hardware or software, you will need to speak to a professional technician who supports your device model, network and/or software.

MAINTENANCE RETAINERS

If you require regular support, it is preferable that you undertake a maintenance retainer contract.

Maintenance retainers allow you to block purchase time each month that **guarantees you priority support** (same-week or sooner, depending on urgency).

Unused hours are not rolled on from one month to the next, however, the rate you pay per hour is lower than our standard rates. Additional hours beyond the retainer agreement are charged at our standard rates.

RETAINER AGREEMENTS

TIER	DESCRIPTION	MONTHLY FEE (EXC. GST)
Tier 1	Priority support plus content and software updates to the website up to **2 hours per month charged at a 4% discount.**	**$250**
Tier 2	Priority support plus content and software updates to the website up to **4 hours per month charged at a 5% discount**. Includes Service Level Agreement (SLA).	**$495**
Tier 3	Priority support plus content and software updates to the website up to **8 hours per month charged at a 10% discount**. Includes Service Level Agreement (SLA).	**$935**
Tier 4	Priority support plus content and software updates to the website up to **16 hours per month charged at a 15% discount**. Includes Service Level Agreement (SLA).	**$1770**
Tier 5	Priority support plus content and software updates to the website up to **24 hours per month charged at a 17.5% discount**. Includes Service Level Agreement (SLA).	**$2575**
Tier 6	Priority support plus content and software updates to the website up to **32 hours per month charged at a 20% discount**. Includes Service Level Agreement (SLA).	**$3330**

TERMS AND CONDITIONS

Your ongoing use of our hosting services constitutes your acceptance of the costs and terms stated in this document. These terms and conditions are subject to change at any time. This agreement is governed by the laws of New South Wales.

ALL HOSTING PACKAGE INCLUSIONS:

Website hosting using the industry-standard **cPanel** platform, on a server configured specifically for optimum performance of websites running the WordPress content management system.

Automatic backups – of your website fortnightly. A month of backups will be available. Backup frequency can be increased on request.

Routine software updates – as required to keep your content management system and plugins functioning correctly and to ensure your site is not a target to hackers and capped at 2 hours labour per year. Should you choose to host your website elsewhere, you will need to run these software updates yourself or pay us or another website developer of your choice to run these for you. Keeping your site software up to date is crucial for maintaining the security of your website.

DV SSL Security Certificate – to activate the 'Secure' padlock which appears on browsers when an SSL Certificate is present.

DNS updates – When you need to update DNS records (common when using 3rd party services such as GSuite or Office 365) we will happily make these updates on your behalf.

Initial support, investigation and issue resolution is free of charge – (up to 15 min), should you experience a problem with your hosting, for example you believe your website to be down, you cannot log in or you have a quick question about how to update some content on your site. Should the issue or question requires more time, this will be discussed with you and charged at our standard support rates (see Support, pg 3).

BASIC INCLUSIONS

A bandwidth limit of 100GB per month and a capacity (disk space) quota of 20GB

BUSINESS INCLUSIONS:

Our business package includes **double the memory and processing capacity**, as well as **extra bandwidth** as compared to our basic package. This suits sites which have higher demands on them in terms of web traffic and/or require more server resources.

A bandwidth limit of 250GB per month and a capacity (disk space) quota of 35GB.

PREMIUM INCLUSIONS:

Up to one hour of software updates, technical updates or support per month (this time expires each month and can't be 'rolled over'). This one hour of time may be used in part or in full for major software updates, or resolving technical bugs. Note any updates or works beyond the included one hour will be charged at our usual rates (see Support, pg 3).

A bandwidth limit of 500GB per month and a capacity (disk space) quota of 50GB.

SECURITY PLUS ADD-ON INCLUSIONS:

Implementation of the Wordfence Premium security system and firewall so that your site is protected from malicious attacks. The firewall filters all traffic to the website and can detect and deflect certain visitors who are likely to be malicious.

Malware scanning – which monitors your website for the presence of any malware added by hackers and alerts Handmade Web & Design that there has been a breach if this happens.

IP blacklist monitoring and blocking – continuously checks various shared security blacklists to ensure your website is inaccessible to known malicious agents.

Blacklist removal – to remove of your domain or IP from any blacklists, post-cleanup.

Denial of Service (DDOS) Attack Mitigation – when a "botnet" is used to flood your website with traffic, it will crash and become unavailable. The Firewall also mitigates DDOS attacks by caching your site to various IP addresses.

Free unlimited hacking repair/malware removal – If your site is hacked, purchasing the Security Plus Add-On entitles you to a blacklist clean-up and malware removal of your domain and site. If hacking recurs, this will be rectified within 24 hours and tighter security controls added, with no further charge to you.

TERMS AND CONDITIONS ... Continued

ALL PACKAGES EXCLUSIONS:

Annual license fees or upgrade fees for paid plugins – on your site will be invoiced along with your hosting fees as per your original website quotation, or by agreement with you during your website project.

GSuite or Outlook 365 setup – We can happily set up your cloud-based email system, however this is not included in your basic hosting fee and will be charged as additional at our standard hourly support rates.

Email hosting – as of July 1 2020 we have ceased to offer email as part of our hosting packages. We recommend either GSuite or Outlook 365 as email solutions that are more reliable than email hosted via cPanel. Existing cPanel email customers will continue to be supported.

Configuring your email programs – such as Mac Mail, Microsoft Outlook or Thunderbird, on your phone, tablet or computer.

Internet Service Provider support – including liaising with your ISP, third party spam blacklists

Hacking repair – In the unlikely event of your website being hacked, we will rectify the problem and charge by the hour to do so. Typically this costs around $600.

Regular testing of your forms, checkout/cart etc is not included.

BASIC & BUSINESS EXCLUSIONS:

Major software updates – such as upgrading to major new releases of WordPress, Woocommerce or significant plugins used by your website are not included. It's important that these updates are done, as the site will become more vulnerable to malicious threats if the software is left to go out of date.

Technical bugs – that arise in your website or email over time that were not present at time of launch. Like any piece of technology, your website may experience technical glitches known as 'bugs' over time, particularly after necessary software updates (these significantly lower the risk of someone hacking your site). We will resolve any bugs present at the time of launching your website and for 60 days after. Bugs arising after this time can be fixed at standard support rates (see Support, pg 3).

Content updates – you would like made to your website will be charged at our standard rates for design and/or technical changes.

Training – by email, phone, in person, video tutorial or written instructions.

Please note that Handmade Web & Design reserves the right to update our fees, terms and conditions without notice at any time. Please refer to https://handmadeweb.com.au/webhosting for the latest documentation.