

Radius

Hosting, Maintenance & Support

Hosting and Maintenance and Support

Hosting

- Purchase and Annual renewal of the domain name if purchased by Radius
- Hosting on Radius's virtual cloud server
- Unlimited web space
- Unlimited network throughput
- Up to five email accounts with a capacity of 250Mb storage per account
- Free SSL Certificate installed on go-live and renewed free annually

Maintenance

- Remote server site backups twice a week
- Four monthly site inspection to administer:
 - Pages HTML and CSS code check
 - Pages live appearance check
 - Site internal and external links checked
 - SEO ranking check
 - Contact page email and form send and check
 - Additional cPanel back up performed
 - Server email accounts configuration checked

Technical Support

- Telephone Support for the hosting, maintenance, content and hosting platform services during normal working hours, subject to staff availability. Alternatively email support is available with maximum 48 hour response

Content Support

- One half day's (four hours) work on page content per year

Additional support if a Concrete5 site.

- Four monthly site inspection in addition to the above to administer:
 - Concrete 5 software updates
 - Concrete 5 software upgrades
 - Concrete 5 routine administration and maintenance
- Telephone Support for Concrete5 and additional modules during normal working hours, subject to staff availability. Alternatively email support is available with maximum 48 hour response

Email Support

- Up to five email accounts each with 250Mb of storage.
- Telephone Support for all email accounts during normal working hours, subject to staff availability
- Alternatively email support is available with maximum 48 hour response

Email Marketing

- Access to the Radius dedicated email marketing system
- Telephone Support during normal working hours, subject to staff availability. Alternatively email support is available with maximum 48 hour response

Google Analytics

- Setting up and installing of Google Analytics on your site if required
- Telephone Support during normal working hours, subject to staff availability. Alternatively email support is available with maximum 48 hour response