

# Radius Hosting, Maintenance & Support

## 1. Hosting includes:

- Purchase of one domain name (if required) to a maximum cost to the Supplier of £20; more costly domains will have the difference invoiced on completion.
- Annual renewal of the domain name if purchased by the Supplier (subject to no payments being outstanding at the time when renewal is required).
- Hosting on the Supplier's third party cloud virtual server giving:
  - Unlimited web space (subject to reasonable usage)
  - Unlimited network throughput (subject to reasonable usage)
  - Up to five email accounts with a capacity of 1Gb storage per account;
  - Installation and annual renewal of Secure Socket Layer (SSL) Certificate

If a Customer, in the Supplier's reasonable assessment, abuses the unlimited parameters set out above, the Supplier shall have the right to reassess the charges due.

## 2. Maintenance includes:

- Daily website backups on third party cloud hosting service Krystal.
- Site inspection once every three months to administer:
  - Pages HTML ,CSS and third party code checked
  - Pages live appearance checked
  - Site internal and external links checked
  - SEO ranking check on home page only
  - Contact page email and/or form send checked
  - Additional cPanel back up performed
  - CMS software updates
  - CMS software upgrades
  - CMS routine administration and maintenance

## 3. Support includes:

- Telephone (or email with 48 hour response time) support for technical problems with the site hosting, web page operation, site content and email during normal working hours
- Four hours of non chargeable work per maintenance year to be utilised at the customers discretion