

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 ten 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 four 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
 - WordPress and Divi software updates
 - WordPress Plugin Updates
 - WordPress 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