



FULL SIGNAL

Cloud Hosting

- Super-quick, **London-based** data centres with solid state drives (SSD).
- Nightly remote **backups**.
- Instantly **upgrade/downgrade** server resources to meet demand (Pro hosting only).
- Server **monitoring** and automatic web service restarts.
- **Free support** included with all packages.
- **Billing** monthly, quarterly, bi-annually or annually.

About Our Hosting

Our data centres are located in London. Nightly backups are performed to a separate Amazon Glacier for safe off-site storage.

We run server monitoring and automatically restart your web service in the unlikely event of a problem caused by a high-spike in traffic that, albeit rare, can sometimes lead to service unavailable errors.

We build our Cloud Hosting infrastructure on top of incredibly fast hardware provided by Digital Ocean, learn more here - <http://digitalocean.com>.

Web Hosting Packages

To enquire about or sign-up to any of our Cloud Hosting packages, please email info@fullsignal.co.uk.

Mini hosting (£16 per month)

- ★ Shared Cloud server (with up to 5 other sites)
- ★ Recommended for very low traffic sites (up to 250 Google Analytics sessions per month)

- ★ No nightly backups
- ★ Server monitoring
- ★ 72 hour SLA
- ★ 500MB storage

Standard hosting (£32 per month)

- ★ Shared Cloud server (with up to 5 other sites)
- ★ Recommended for low to medium traffic sites (up to 1,000 Google Analytics sessions per month)

- ★ Nightly remote backups
- ★ Server monitoring
- ★ 72 hour SLA
- ★ 1GB data storage

Pro hosting 2GB (£48 per month)

- ★ Dedicated Cloud server
- ★ Recommended for medium traffic sites (up to 4,000 Google Analytics sessions per month)

- ★ Nightly remote backups
- ★ Server monitoring
- ★ 24 hour SLA
- ★ 2GB RAM, 2 CPUs
- ★ 40GB data storage

Pro hosting 4GB (£89 per month)

- ★ Dedicated Cloud server
- ★ Recommended for medium traffic sites (up to 20,000 Google Analytics sessions per month)
- ★ Host up to 3 additional sites (additional £18 p/m per extra site)

- ★ Nightly remote backups
- ★ Server monitoring
- ★ 24 hour SLA
- ★ 4GB RAM, 2 CPUs
- ★ 60GB data storage

Pro hosting 8GB (£179 per month)

- ★ Dedicated Cloud server
- ★ Recommended for medium to high traffic sites (up to 50,000 Google Analytics sessions per month)
- ★ Host up to 3 additional sites (additional £18 p/m per extra site)

- ★ Nightly remote backups
- ★ Server monitoring
- ★ 24 hour SLA
- ★ 8GB RAM, 4 CPUs
- ★ 80GB data storage

On-Demand Support

Our standard Helpdesk is open **Monday to Friday** from **9am to 5pm**. Support issues can be raised via help@s1g.nl or helpdesk@fullsignal.co.uk.

If you require urgent, critical, out-of-hours or weekend technical support we offer On-Demand Support packages below.

Prices per month

1 day SLA (£49)

- ★ 24 hour helpdesk response, Monday to Friday
- ★ Support coverage 8am to 6pm
- ★ Telephone support

4 hour SLA (£99)

- ★ 4 hour helpdesk response, Monday to Friday
- ★ Support coverage 8am to 6pm
- ★ Telephone support

1 hour SLA (£189)

- ★ 1 hour technical response, Monday to Friday
- ★ Support coverage 8am to 6pm
- ★ Telephone support

Weekend support (£289)

- ★ 1 hour technical response, Monday to Sunday
- ★ Support coverage 8am to 8pm
- ★ Telephone support

24/7 support (£890)

- ★ 1 hour technical response, 24 hours a day, 7 days a week
- ★ Telephone support

Email Hosting

We do not offer email hosting services but do strongly recommend Google Apps .

If you are looking for Microsoft Office 365 we recommend Polymath, please contact kit@poly-math.com.

Notes

Server Performance Upgrades / Downgrades

Any Pro hosting package can be upgraded or downgraded at any time. Upgrades/downgrades are available from 2GB packages up to 32GB packages. Billing is charged at the normal rate for each package.

No admin fees for upgrades/downgrades however it will affect service availability for a short period of time whilst the server is adjusted, this is usually achieved within 60 seconds.

Helpdesk Priority and Service Charges

1. Once a support request has been raised, a member of our team will assess the problem and place the issue in our support queue, with a priority based on the severity of the incidence.
2. If the web-site is down or non operational the support issue will take the highest priority.
3. If the issue is hardware / server-infrastructure related, we will fix the issue without charge.
4. If the issue is software / web-site related, we will instruct you with a recommended fix and a quote based on our standard hourly or daily rate before proceeding (see here for our standard rates).
5. If we are confident it can be rectified very quickly we will fix it without charge.

We always keep a log of our time for audit purposes.

Hosting Package notes

- Minimum 12 month contract for all packages.
- *Pro hosting* packages can be upgraded or downgraded at any time, however may incur a support cost (see standard support rates).
- *Mini hosting* and *Standard hosting* packages are on shared platforms with up to 5 other sites. We have monitoring and auto-restart in place to keep up-time to a maximum.
- Whilst we backup sites daily, we cannot guarantee the safety of your data. We take no responsibility for content, whether file, CMS or any other data store.
- Service Level Agreement (SLA) - you will get a response from our team within the SLA period specified on your Cloud Hosting package. If you require a faster SLA response then please look at our Helpdesk SLA upgrades.