

# Website Services

Hosting, Maintenance & Support

# Hosting

*Base \$50/month – Prepaid annual.*

Our hosting service includes a dedicated account on our client-only Virtual Private Server (VPS) that is 100% Canadian hosted in the premium data centre at 151 Front Street West in Toronto. This is Canada's premier communication hub for global telecommunications carriers and data center firms. It is a mission critical facility and offers tenants many special features, including unsurpassed levels of security, reliability and connectivity.

Multiple client websites are hosted on our server, which means disk space and bandwidth is shared. You do not have to worry about disk storage or network transfer because in the majority of cases a typical website will operate within reasonable limits without affecting the other sites performance on the shared server. We are constantly monitoring our shared servers to identify any websites that may have outgrown a shared server setting (with excessive storage OR activity) and are causing issues for other sites as a result. In this case, echosims will reach out to the client to discuss a hosting upgrade to meet the needs of the website and ensure a proper experience for its users.

Included in our hosting services is backups of your website. These backups are performed weekly for site files and each instance kept for 3 weeks. Daily backups of the database are done daily with each instance kept for 12 days.

*Optional Mirroring Upgrade \$50/month – Prepaid annual.*

If it is extremely important that your website is running 24/7 then this upgrade is for you. The mirroring solution has a copy of your site on a second backup server in a different geographic location and automatically switches to the backup server should the main one go down.

We currently have a second server available in Vancouver that we would use as the second server.

# Maintenance

*\$50/month – Prepaid annual.*

Our website maintenance package offers updates of the Wordpress platform and plugins used on your website to ensure key functionalities stay working and secure.

(ie. contact form, social media integration, etc.)

## **Choose one of the following packages based on your preferences:**

### 1. **Manual Quarterly** (Up-time focused)

With the platform and plugins set to wait for a manual upgrade by our staff you reduce the risk of potential upgraded code conflicts that may cause down time until someone notices and reports the issue during a session on your website. However, many of these upgrades are meant to improve security, and so by not upgrading to new versions automatically you increase the risk of security vulnerability until we manually upgrade at the end of the quarter.

### 2. **Auto-Updates + Quarterly Check** (Security focused)

The Wordpress platform and any plugins installed on your site can be set to automatically update to a new version as soon as it is released. The benefit to this is that you have the latest security to avoid potential threats.

However, automatic updates mean new coding can conflict with each other and cause functionalities to stop working. In this case, the problem might not come to light until someone has reported it in their browsing experience on your website, or when we perform our quarterly quality check of your site to ensure all recent updates are functioning properly.

## **Important Notes:**

- Neither option can guarantee zero-downtime or 100% security insurance resulting from these technical upgrades. Echosims has chosen the quarterly model believing this should realistically be enough to minimize the chance of security risk should you choose Option #1, while keeping your maintenance costs down.
- If you choose Option #2, you have a higher risk of downtime should a coding conflict occur in one of the automatic upgrades. However, if someone has reported the error to you before we do our quarterly check, **please notify us and we will make every effort to fix the error in a reasonable amount of time.**

# Content & Website Support

If you anticipate requiring our support with such things as content updates, small changes to the website or training refreshers throughout the year, we offer you the following bundled prepaid savings.

By prepaying you save money and eliminate the nuisance of paying multiple bills for small amounts of labor at a time. Note that prepaid hours expire one year from purchase.

Regular rate: \$100/hr

## **Prepaid Options:**

<b>5 - 9 hours:</b>	\$90/hr
<b>10 - 24 hours:</b>	\$80/hr
<b>25+ hours:</b>	\$75/hr