

WEBSITE HOSTING PLAN ATTACHMENT

This is an attachment for the Website Hosting Terms of Service, outlining specific website hosting plans, their details, and any plan add-on's and their details.

Updated: 7/13/2019

Effective: 7/13/2019

Hosting Plans:

Partially Managed WordPress Hosting:

- A. Disk Space
 - 1. Soft Limit: 5,120 MB
 - 2. Hard Limit: Not Applicable
- B. Monthly Bandwidth
 - 1. Soft Limit: 307,200 MB
 - 2. Hard Limit: Not Applicable
- C. Max. FTP Accounts
 - 1. Soft Limit: Not Applicable
 - 2. Hard Limit: 5
- D. Max. Email Addresses
 - 1. Soft Limit: Not Applicable
 - 2. Hard Limit: 10
- E. Max. Size per Email Address
 - 1. Soft Limit: Not Applicable
 - 2. Hard Limit: 2,048 MB
- F. Max. Email Lists
 - 1. Soft Limit: Not Applicable
 - 2. Hard Limit: 10
- M. Backups:
 - 1. Daily Backups
 - a. Daily backups are a minimum of 27 backups per month.
- N. Safe Website Updates
 - 1. Your site is checked for uptime, then a site backup is made, your site is updated, checked again for uptime, and if the site is down, it is restored to the backup.
- O. Unlimited Web Hosting Technical Support
 - 1. This means any aspect of issue in regards to the website hosting, including but not limited to: site uptime, email support, server speed, file space, etc.
 - 2. This does not include issues with your WordPress website, such as hacked website, website speed, website media upload issues, etc.
- P. Basic WordPress Support
 - 1. This included the following area of WordPress Support
 - a. WordPress Training
 - b. Unable to upload media
 - c. Site performance issues with speed
 - d. Unable to update WordPress pages, posts, and other content
 - e. Unable to make changes to the base WordPress settings
 - f. WordPress login assistance
 - g. Basic WordPress security
- G. Max. Databases
 - 1. Soft Limit: Not Applicable
 - 2. Hard Limit: 1
- H. Max. Sub Domains
 - 1. Soft Limit: Not Applicable
 - 2. Hard Limit: 1
- I. Max. Parked Domains
 - 1. Soft Limit: Not Applicable
 - 2. Hard Limit: 100
- J. Max. Addon Domains
 - 1. Soft Limit: Not Applicable
 - 2. Hard Limit: 0
- K. Maximum Hourly Email by Domain Relayed
 - 1. Soft Limit: Not Applicable
 - 2. Hard Limit: 200
- L. Maximum percentage of failed or deferred messages a domain may send per hour
 - 1. Soft Limit: Not Applicable
 - 2. Hard Limit: 100%

- i. Brute Force prevention measures
 - ii. Firewall via Plugin
 - iii. Password Requirements
 - iv. Username requirements
 - v. WordPress SALT Keys updates
 - vi. SPAM Prevention on comments
 - vii. Denial of Service prevention measures
 - viii. WordPress Core Updates
 - ix. WordPress Theme Updates
 - x. WordPress Plugin Updates
 - xi. PHP version updaters
 - xii. Database version update
 - xiii. WordPress Limit Login Attempts
 - xiv. WordPress login page change
 - xv. SSL/TLS Certificate
 - h. Determining cause of performance problems
2. This does not include the following areas:
- a. Updating WordPress Content
 - b. Installing/setting up new plugins
 - c. Installing/setting up new themes
 - d. Determining the cause of an error with a plugin
 - e. Determining the cause of an error with a theme
 - f. Fixing an error of a plugin or theme
 - g. Configuration of any non-basic WordPress setting
- Q. Content Delivery Network
- 1. All areas around a CDN, including but not limited to selection, configuration, maintenance, disable in favor of a different CDN solution
- R. Software Licensing
- 1. Take advantage of our exiting software licenses to enhance your website. This software ranges from designing software, to file management software, to security software.
 - 2. All software and licenses provided through our Software Licensing program remains strictly the property of Kurt Ness Support, LLC, or its affiliates, partners, or other related business entities.
 - 3. Use of Software through the Software Licensing program is only valid for current clients of Kurt Ness Support, LLC with a valid Software License program package.

Fully Managed WordPress Hosting:

- A. Disk Space
 - 1. Soft Limit: 5,120 MB
 - 2. Hard Limit: Not Applicable
- B. Monthly Bandwidth
 - 1. Soft Limit: 307,200 MB
 - 2. Hard Limit: Not Applicable
- C. Max. FTP Accounts
 - 1. Soft Limit: Not Applicable
 - 2. Hard Limit: 5
- D. Max. Email Addresses
 - 1. Soft Limit: Not Applicable
 - 2. Hard Limit: 10
- E. Max. Size per Email Address
 - 1. Soft Limit: Not Applicable
 - 2. Hard Limit: 2,048 MB
- F. Max. Email Lists
 - 1. Soft Limit: Not Applicable
 - 2. Hard Limit: 10
- M. Backups:
 - 1. Daily Backups
 - a. Daily backups are a minimum of 27 backups per month.
- N. Safe Website Updates
 - 1. Your site is checked for uptime, then a site backup is made, your site is updated, checked again for uptime, and if the site is down, it is restored to the backup.
- O. Unlimited Web Hosting Technical Support
 - 1. This means any aspect of issue in regards to the website hosting, including but not limited to: site uptime, email support, server speed, file space, etc.
 - 2. This does not include issues with your WordPress website, such as hacked website, website speed, website media upload issues, etc.
- P. Advanced Exiting WordPress Support
 - 1. This included the following area of WordPress Support
 - a. WordPress Training
 - b. Unable to upload media
 - c. Site performance issues with speed
 - d. Unable to update WordPress pages, posts, and other content
 - e. Unable to make changes to the base WordPress settings
 - f. WordPress login assistance
 - g. WordPress site content updated
 - h. Basic WordPress security
 - i. Brute Force prevention measures
 - ii. Firewall via Plugin
 - iii. Password Requirements
 - iv. Username requirements
 - v. WordPress SALT Keys updates
 - vi. SPAM Prevention on comments
 - vii. Denial of Service prevention measures
 - viii. WordPress Core Updates
 - ix. WordPress Theme Updates
 - x. WordPress Plugin Updates
- G. Max. Databases
 - 1. Soft Limit: Not Applicable
 - 2. Hard Limit: 1
- H. Max. Sub Domains
 - 1. Soft Limit: Not Applicable
 - 2. Hard Limit: 1
- I. Max. Parked Domains
 - 1. Soft Limit: Not Applicable
 - 2. Hard Limit: 100
- J. Max. Addon Domains
 - 1. Soft Limit: Not Applicable
 - 2. Hard Limit: 0
- K. Maximum Hourly Email by Domain Relayed
 - 1. Soft Limit: Not Applicable
 - 2. Hard Limit: 200
- L. Maximum percentage of failed or deferred messages a domain may send per hour
 - 1. Soft Limit: Not Applicable
 - 2. Hard Limit: 100%

- xi. PHP version updaters
 - xii. Database version update
 - xiii. WordPress Limit Login Attempts
 - xiv. WordPress login page change
 - xv. SSL/TLS Certificate
 - i. Determining cause of performance problems
 - j. Updating WordPress Content
 - k. Determining the cause of an error with a plugin
 - l. Determining the cause of an error with a theme
 - m. Fixing an error of a plugin or theme
 - n. Configuration of any WordPress Setting
2. This does not include the following areas:
- a. Installing/setting up new plugins
 - b. Installing/setting up new themes
 - c. Configuration of any new additions of features, products, services, or anything else to the site
 - d. PCI Compliance settings

Q. Development Time

1. 45 minutes of Development time includes any aspect that would be new to the site
- a. Install/Setup/Configuration of any new plugin or theme
 - b. Configuration/setup of any new feature to your WordPress sites
 - i. When in doubt if something is covered under Development Time or Existing WordPress support, the defining factor is whether the feature was already in place on the site. An example is:
 - a. Advanced Existing WordPress Support: Adding a new product to an E-Commerce Store, and updating a payment method credentials
 - b. Development Time: Changing the E-Commerce store payment method, or making it required that people create an account on the website to make a purchase, when it wasn't required before
2. This does not include the following areas:
- a. PCI Compliance settings (That must be purchased as an Add-on Service)

R. Content Delivery Network

1. All areas around a CDN, including but not limited to selection, configuration, maintenance, disable in favor of a different CDN solution

S. Software Licensing

1. Take advantage of our existing software licenses to enhance your website. This software ranges from designing software, to file management software, to security software.
2. All software and licenses provided through our Software Licensing program remains strictly the property of Kurt Ness Support, LLC, or its affiliates, partners, or other related business entities.
3. Use of Software through the Software Licensing program is only valid for current clients of Kurt Ness Support, LLC with a valid Software License program package.

Add-on Services:

Additional Site:

(Each additional site adds the following specs to their current hosting plan)

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| <ul style="list-style-type: none"> a. Disk Space <ul style="list-style-type: none"> i. Soft Limit: 2,048 MB ii. Hard Limit: Not Applicable b. Monthly Bandwidth <ul style="list-style-type: none"> i. Soft Limit: 0 MB ii. Hard Limit: Not Applicable c. Max. FTP Accounts <ul style="list-style-type: none"> i. Soft Limit: Not Applicable ii. Hard Limit: 5 d. Max. Email Addresses <ul style="list-style-type: none"> i. Soft Limit: Not Applicable ii. Hard Limit: 15 e. Max. Size per Email Address <ul style="list-style-type: none"> i. Soft Limit: Not Applicable ii. Hard Limit: 2,048 MB f. Max. Email Lists <ul style="list-style-type: none"> i. Soft Limit: Not Applicable ii. Hard Limit: 10 | <ul style="list-style-type: none"> g. Max. Databases <ul style="list-style-type: none"> i. Soft Limit: Not Applicable ii. Hard Limit: 1 h. Max. Sub Domains <ul style="list-style-type: none"> i. Soft Limit: Not Applicable ii. Hard Limit: 1 i. Max. Parked Domains <ul style="list-style-type: none"> i. Soft Limit: Not Applicable ii. Hard Limit: 0 j. Max. Addon Domains <ul style="list-style-type: none"> i. Soft Limit: Not Applicable ii. Hard Limit: 1 k. Maximum Hourly Email by Domain Relayed <ul style="list-style-type: none"> i. Soft Limit: Not Applicable ii. Hard Limit: 0 l. Maximum percentage of failed or deferred messages a domain may send per hour <ul style="list-style-type: none"> i. Soft Limit: Not Applicable ii. Hard Limit: 0% |
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Dedicated IP Address:

This is recommended for any site with an SSL/TLS Certificate, to ensure best performance of your site, This ensures best security of your site as well, and to ensure your SSL/TLS Certificate is accepted across all internet browsers.

Hourly Backups:

Hourly Backups are a minimum of 650 backups per month.

PCI Compliance Services:

This is where Kurt Ness Support, LLC will work with all other required people, and parties to ensure your website is PCI Compliant

G-Suite or Microsoft Office 365 Administrator:

We will manage your G-Suite or MS Office 365 account for you. You don't have to worry about any technical aspects, as we will handle that all for you.

3rd Party Integration:

When you need to connect a 3rd party application into your site, such as a real estate MLS listing service, or rent payment on your site, we can do that for you. We will maintain any other software that you would like us to, and event integrate it with your website if applicable.