

Website hosting

Service level agreement options

We define website hosting as:

"The provision of a shared or dedicated resource for the storage of website files, applications and email services, connected to a high speed network."

Website support and application support are not included with website hosting.

We offer three distinct website hosting options, additional Virtual Private Server (VPS) options and Clustered or Dedicated Server options. A range of additional hosting solutions are also listed.

Standard – £135 per year

Suitable for landing pages, static and brochure websites

Premium – £275 per year

Suitable for content managed and ecommerce websites

Premium Plus – £425 per year

Suitable for large content managed and ecommerce websites with high volume traffic

Comparison table

Package	Space ¹	Data Transfer ²	Database	Email/IMAP Accounts	Email Forwards	Email Filter	Spam Filter	Domain Redirects	Daily Backups ³
Standard	500MB	5GB		10	5			1	
Premium	1GB	10GB	Y	50	10			5	
Premium Plus	3GB	50GB	Y	Unlimited	Unlimited	Y	Y	10	Y

¹ Including web hosting, database and email accounts.

² Data transfer is calculated on a monthly basis and includes website and email traffic. Data transfer is constantly monitored, for every additional 1GB used over data transfer quota there is a £5 charge (PCM). You will be notified if a quota has been exceeded and charges applied if exceeded on more than one occasion.

³ Seven rolling days.

The above hosting options all benefit from the following:

- Linux hosting
- Weekly backups (one per week)
- Webmail
- 99.9% guaranteed uptime
- FTP/control panel access
- Hosting/email support

Optional bolt-ons

Advanced email

Adds SPAM Assassin and email filtering to Standard and Premium options – £50

Space (pcm)

Per additional 1GB – £25

Database

Adds database to Standard option – £50

Daily Backups

Adds seven day rolling backups to Standard and Premium options – £50

Data transfer (pcm)

Per additional 1GB – £2

Fully Managed VPS (Virtual Private Server)

Scalable server for individual requirements with complete server control

Below are two examples of scalable VPS options:

VPS1 - £1,200 per year

Suitable for hosting multiple or business critical websites

VPS2 - £2,150 per year

Suitable for hosting multiple large ecommerce and content managed websites

Comparison table

Package	Space ¹	Data Transfer ²	Core MHz	Memory (MB)	Static IP Address	Hosting Accounts	Cpanel / WHM	Setup	Fully Managed ³
VPS1	20GB	30GB	2000	1000	1	Unlimited	Y	Included	Y
VPS2	50GB	60GB	3000	2000	2	Unlimited	Y	Included	Y

¹ Including web hosting, database and email accounts.

² Data transfer is calculated on a monthly basis and includes website and email traffic. Burst traffic is charged for in addition at a higher subscription rate. This will be identified on commencement of hosting agreement.

³ Technical support for the server, operating system and control panel. Fully managed option can be removed with a saving of £360 per year. Support details will be highlighted on commencement of hosting agreement.

Fully Managed VPS hosting benefits from Cpanel access:

One of the most comprehensive easy to use server hosting control panels, which allows owners to manage and monitor their websites. Users can easily manage ftp, email accounts, sub-domains, view site statistics and traffic, manage parked and add-on domains, manage their files etc.

Clustered Server – £POA

Suitable for:

- Business critical websites and applications
- High volume websites
- Load balancing

Key features include:

- Free set-up on high specification clustered Linux web servers
- 100% uptime
- Constantly backed up

Dedicated Server – £POA

Suitable for:

- Business critical websites and applications
- High volume websites
- Very large web space requirements
- Specific or bespoke server specification

Additional services

Domain SSL certificate (based on GlobalSign):

Single secure domain SSL with full warranty for:

- 1 year – £99
- 2 years – £179
- 3 years – £239
- 4 years – £289
- 5 years – £329

One-off installation – £100 (includes Site Seal)

Renewal – £60 (excludes certificate fee)

Also available are SSL certificates from: VeriSign, Thawte, GeoTrust as well as (EV) Extended Validation SSL certificates and Organisational SSL certificates

Static IP address:

Required for SSL certificates – £36 per year

Domain registration:

.uk (.co.uk, .ltd.uk, .me.uk, .org.uk, .plc.uk) minimum 2 years – £20

Top Level Domains (.biz, .com, .info, .net, .org) minimum 2 years – £35

Domain transfer:

Transfer in (to Masters Allen) – Free

Transfer out (away from Masters Allen) – £50

Google analytics:

Weekly website reports (set-up) – £175

Monthly on-going SEO:

Weekly monitoring and updates – from £25 per month

Includes:

Weekly ranking report (for 10 chosen keyword phrases)

Weekly link analysis report

Weekly website analytics on email

Additional information

Whilst every possible precaution is taken, no liability is accepted for the loss of data. Where backups are provided, no liability can be accepted for their integrity.

We guarantee our hosting service will be available 99.9% of the time in any month. No liability is accepted for downtime of the server unless this downtime exceeds 0.1% of the contract length. We will credit back 50% of the monthly charge where we breach this standard. Clients must request such credit within seven days after service unavailability. This uptime guarantee does not relate to speed of page delivery, or page loading which may be affected by the client's internet connection speed or other factors. We are not responsible for configuring email services or accounts on client PC's or hand held devices. Any request to do so will incur additional costs.

The minimum hosting term is twelve months unless otherwise stated. Hosting will be renewed automatically at the end of the twelve month term. If you wish to terminate the agreement we require thirty days notice prior to the renewal date, where a charge may be incurred for termination. We may terminate this agreement at any time by providing the client with thirty days notice. In this case, we will return to the client all files on CDROM.

If you choose to store credit card information on your website, you do so at your own risk. We provide a simple method of breaking up credit card information between email and database storage, to minimise the security risk. As the administrator for your website, you are responsible for deleting the customer's order after processing, to ensure the details are removed. We can provide secure credit card processing at extra costs, if so required.

We may include footer links on any page of any client website hosted with us. We will ensure these footer links are styled in a non-intrusive font and style in order to avoid these links becoming prominent in the client's website design. These links will be included unless expressly requested otherwise by the client.

Where the client provides the hosting provision (or an alternative third party suggested by the client), we reserve the right to charge for investigation of this hosting provision prior to use, and for uploading of the website and testing on this provision.

This service level agreement should be read in conjunction with our terms and conditions which can be found on our website.

All prices exclude VAT.

Prices correct as of March 2011.