

Schedule of Hosting Services



INTRODUCTION

The following schedule sets out hosting related options and choices made to service the online needs of the customer. These are to be read in conjunction with our Standard Terms and Service Level Agreement.

CUSTOMER NAME

TBC

CUSTOMER DOMAINS

TBC

ONGOING HOSTING SERVICES

Servers Used:

- Streams Shared Servers (shared by Stream clients) Dedicated VPS Customer Provided A mix of these options

Backup Frequency:

- Daily Offsite, held for 1 week on disc (standard option)
 Daily offsite, held for 1 month on disk.
 Daily offsite, held for 1 year on tape.
 Hourly transaction logs held locally.
 Hourly transaction logs shipped to alternate servers.
 Long term retention - Save annual snapshot to dedicated USB HDD x 2

Disaster Recovery:

- Restore from daily backups (standard option)
 Real time near mirrored environment
 Real time mirrored environment

SSL Certificate:

Recommended for encryption of sensitive information where users log in or purchase on line. [More Info](#)

- No SSL
 DV (Domain Validation) level SSL Certification of domain name only + minimal other detail
 OV (Organisation Validation) level SSL Certification of organization details via public database
 EV (Extended Validation) level SSL Identify legal identity that controls the domain name and enable encryption

Dedicated Monitoring:

We can monitor each site with alerts for immediate outages

Configure specific monitoring of these sites: Details: Frequency:
Nil



Domain names:

Domain:	Manage DNS?	Redirected to?	Website Hosted?	SSL	IP Address	SPF Record?
TBA						

Automated Routines:

Note any automated routines that are required including periodic checking, data validation or similar

Description:	Details:	Frequency:
TBA		

Webservices/Integration:

Note any web services that are running

Description:	Details:	Frequency:

ON GOING BUSINESS GROWTH:

SEO Annual Plan

In place? Yes/No **Budget** \$

Details:

Website Development Plan

In place? Yes/No **Budget** \$

Details:

SERVICE CALL CYCLE

Weekly **Monthly** 2 monthly Quarterly 6 Monthly Annual

REVIEW CYCLE

6 Monthly **Annual**

PAYMENT TERMS

20th of the month