

clearcreative



**Web Site Hosting and Support**

## Web Hosting Packages

### Web hosting packages. Shared server



**Bronze Hosting Package.** (monthly contract 12 months payable in advance)  
£180 per year inclusive of .co.uk domain name.



**Silver Hosting Package.** (12 month renewable contract)  
£300 per year inclusive of .co.uk domain full cpanel control and one database.



**Gold Hosting Package.** (12 month renewable contract)  
£380 per year inclusive of .co.uk domain full cpanel control and up to three databases.

### Web hosting packages. Dedicated Server



**Platinum Hosting Package.** (12 month renewable contract payable in advance)  
Dedicated server web hosting (for business critical web applications/sites)  
2 x IP addresses, dual core processors, shell command access 4gb RAM, unlimited bandwidth including SSL certificate. Full control panel access.  
£1200 per year.

#### **Note.**

*The above hosting packages suffice for most client website demands. In certain cases a bespoke hosting and server architecture environment may be required. Clear Creative can offer bespoke solutions to suit most online environments but usually need further consultation to assess bespoke requirements.*

*If you require further details on our bespoke hosting and server solutions please enquire at [support@clear-creative.co.uk](mailto:support@clear-creative.co.uk)*

## Support Packages



### **Bronze.**

The Bronze support package is an ideal way for you to keep on top of your website without running up spiralling costs, or spending valuable time yourself.

#### **What you get:**

- Response to all enquiries within 1 hour (9am-5pm Mon-Fri)
- 60 minutes support time each month (includes making changes to your website and telephone support)
- Quarterly site link check
- Quarterly site traffic stats and analysis  
(if you self-host the level of detail may depend on information available from your hosting company)

**Bronze Support Package - £95 per month**



### **Silver.**

If you need regular updates to your website text or images, and you wish to ensure that your website is working flawlessly, a Silver support package is recommended..

#### **What you get:**

- Response to all enquiries within 1 hour (9am-5pm Mon-Fri)
- 90 minutes support time each month (includes making changes to your website and telephone support)
- Monthly site health check - we check for any broken links plus test your contact forms, shopping carts and other interactive elements
- Quarterly site traffic stats and analysis  
(if you self-host the level of detail may depend on information available from your hosting company)

**Silver Support Package - £170 per month**

## Support Packages



### **Gold.**

If website issues and problems are critical to your business then our Gold support is our recommendation to you.

#### **What you get:**

- Response to all enquiries within 1 hour (9am-5pm Mon-Fri)
- 120 minutes support time each month (includes making changes to your website and telephone support)
- Monthly site health check - we check for any broken links plus test your contact forms, shopping carts and other interactive elements
- 24/7 site monitoring - your website will be constantly monitored to ensure that it is live. The minute it goes offline we can contact your host (during opening hours) or contact you (email )
- Quarterly site traffic stats and analysis  
(if you self host the level of detail may depend on information available from your hosting company)

**Gold Support Package - £250 per month**



### **Platinum.**

If your website is 24/7 business critical we offer dedicated service level agreements and support packages. As with our bespoke hosting solutions we usually need to assess the right solution for your online data and applications.

If you require further information we have a one-off consultancy charge of £300\* to assess and research your requirements and provide a proposed solution.

**Platinum Support Packages - from £550 per month**

## Common Questions

Below are some common questions asked by our clients. If you have any other questions related to this document please feel free to call us on 0161 762 3456 or e-mail [support@clear-creative.co.uk](mailto:support@clear-creative.co.uk)

### **What can I use my support time for?**

Your support time can be used for consultation, or for any of our services. Current clients use contract time for tasks such as; content updating, adding new pages, meetings, or telephone support and consultancy.

### **What can Clear Creative do in one hour?**

Experience and specialist knowledge means we work quickly and efficiently. As a rough guide, text changes on an existing web page might take between 5 and 15 minutes, adding a new page to your site might take between 45 and 60 minutes. When we receive a request from you, we will tell you how long it will take to complete the job, and proceed when authorised by you.

### **If I sign up for a maintenance contract, how does it work?**

When you sign up, we will look after you. You can call us 0161 762 3456 or e-mail us at [support@clear-creative.co.uk](mailto:support@clear-creative.co.uk) and give new support requests to ourselves. Our office hours are 9am to 5pm, Monday to Friday except Bank Holidays.

### **What if I use more than my contracted hours in a month?**

If you use more than your contracted hours in a particular month, any further support requirements will be quoted for separately. We will advise you before you go over the allotted hours and ensure that we get the go-ahead from you before carrying out any work that will incur additional costs.

### **And if I don't use all my hours in a particular month?**

If you do not use all your support hours in a particular month you can 'carry forward' the equivalent of 1 months support time to the next month. For example if your contract gives you 5 hours of support time per month, the maximum amount of unused support time you can carry forward is 5 hours.

### **Is there a minimum contract length?**

The minimum contract term is 6 months. Contracts are payable in advance via a monthly standard order.

## Fixed Pricing Support Policy

### **The price we quote is the price you pay.**

Our simple, fixed price policy for website maintenance is an option for those customers who do not want a long term contract and may only need short term support and development requirements.

Once we have an understanding of the work you need doing we will give you a quote - this quote is fixed unless you change your requirement.

We will only start work once you are happy with the price we have quoted - there are no hidden costs.

There is a minimum charge of £95+vat

### **Pricing examples**

*"How much should I expect to pay for work on my website?"*

Clear Creative are a highly experienced digital design agency, we work quickly and efficiently. As you would expect, before giving you an exact price, we need some information from you.

These examples below give you a guide as to what price you can expect to pay for the work described. Feel free to call us and give us details of your requirements, we are happy to quote without obligation.

#### **Example 1 - Website changes (on a website of 15 pages):**

Minor spelling corrections across the site

New page, including text, images, links

2 new images added to the homepage

Turnaround time: 48 hours

Our price: £180

#### **Example 2 - Refresh homepage and add contact form**

Create new homepage layout

Add contact form

Add a new, user friendly menu

Turnaround time: 6 days

Our price: £480

## Invoicing & Payment

Upon completion, you will be issued with an invoice for the full value of the work undertaken

- Our payment terms are 30 days
- VAT at the standard rate (currently 17.5%) will be added to your invoice if you are based within the UK
- For new clients we will require pre-payment of your initial project
- Clients with a Maintenance Contract will be required to set up a monthly Standing Order

### Accepted Payment Methods

- Cheque (made payable to 'Clear Creative UK Ltd')
- Credit/Debit card
- BACS (details on application)

If you have any questions regarding prices, payment and invoicing please contact us on 0161 762 3456 or email [support@clear-creative.co.uk](mailto:support@clear-creative.co.uk).

### Contact

Clear Creative UK Ltd, The Lodge, 306 Walmersley Road  
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### Enquiries:

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\* This document is subject to our terms & conditions and may be amended at any time. Please check our website for any updates.