

## Web Hosting Details and Service Level Agreement



### Website Hosting Plans

Plan	Monthly Cost (GST Inclusive)	Features
Standard	\$45.14 <i>(\$39.25 excl GST)</i>	<ul style="list-style-type: none"><li>● Unmetered<sup>1</sup> disk space and traffic</li><li>● Unmetered<sup>1</sup> email accounts</li><li>● Unlimited<sup>1</sup> MySQL or PostgreSQL databases</li><li>● Configured for Drupal and SilverStripe content management systems, as well as PHP, Ruby or Java based web applications</li><li>● Weekly automated off-site backup<sup>2</sup> (files and database content)</li></ul>
Managed	\$67.18 <i>(\$58.42 excl GST)</i>	All features of basic plan plus: <ul style="list-style-type: none"><li>● <i>Drupal or SilverStripe module and CMS security updates applied every 6 months</i></li></ul>
Managed Plus	\$91.33 <i>(\$79.42 excl GST)</i>	All features of basic plan plus: <ul style="list-style-type: none"><li>● <i>Drupal or SilverStripe module and CMS security updates applied every 3 months</i></li></ul>
Custom	Negotiable	Custom plans and server configuration can be provided if your site's needs are unique.

*Hosting is paid monthly in advance.*

*GST is New Zealand Goods and Services (sales) tax. Customers outside New Zealand will be charged the GST exclusive price.*

Crackerjack Hosting - A division of MoveForward 2011 Limited  
0800 895 600  
Level 15, 171 Featherston St  
Wellington 6011

w: <http://crackerjackhq.com>  
e: [info@crackerjackhq.com](mailto:info@crackerjackhq.com)

## Server and Service Details

### **Server Location, Configuration and Maintenance**

Crackerjack website hosting is run on servers located in Sydney, Australia. Crackerjack servers are professionally configured and follow current best practices for security and reliability.

Relevant security patches for *all* server software are applied monthly, ensuring the server remains stable, secure and up-to-date.

Crackerjack can also set up servers in the European Union and the continental United States if you have a specific geographical or business need to host your site in one of these regions.

### **Server Capacity**

Crackerjack monitor disk space, memory use and data transfer and can increase server capacity as needed to cope with higher traffic or more data on the server. Server memory and data transfer is managed using a 'fair use' policy. If you suspect that your site may use a large amount of traffic or server resource, feel free to let us know so we can plan for this or tailor a plan to suit your needs.

### **Your Website**

Your Crackerjack hosting space is completely self-contained. This means that each website is separated entirely from all other sites on the servers, limiting the possibility of security breaches from other accounts on the same server.

### **Backup Service**

Individual sites are backed up weekly on a Sunday. These site-specific backups are stored off-site using Amazon's secure third party file storage service (S3). Crackerjack keeps a "rolling" 12 week backup of your website's files and database content.

If an entire website needs to be restored from backup, Crackerjack are able to perform this service. (See the Service Level Agreement for details.)

Crackerjack Hosting - A division of MoveForward 2011 Limited  
0800 895 600  
Level 15, 171 Featherston St  
Wellington 6011

w: <http://crackerjackhq.com>  
e: [info@crackerjackhq.com](mailto:info@crackerjackhq.com)

# Service Level Agreement

## Server Maintenance

Crackerjack actively monitor our servers to ensure that disk space and physical memory use remain within acceptable limits and that the servers remains as fast and responsive as is expected.

### (1) Unmetered Traffic and Data Storage

Crackerjack will not limit:

1. the amount of disk space your website uses (including database content)
2. the amount of file transfer traffic to and from your site
3. the amount of email accounts you create and the amount of email you store on your server.

Data and memory use on the server is managed by a 'fair use' policy. If your website or email accounts consume a large portion of the allocated memory, data transfer allowance or disk space for your server, Crackerjack reserve the right to negotiate increased hosting fees for that customer or alternative options in order to cover the extra costs of memory, disk space or data transfer.

Crackerjack will never charge you for excessive use in arrears, rather we will discuss this with you in order to outline the situation and to negotiate an adjusted ongoing price. Crackerjack will not take this action without providing written communication to you and allowing you a period of at least 7 days to respond.

### (2) Backup and Restore Services

*Note that the need to restore a full website from backup is very rare. While Crackerjack are prepared for this occurrence, we have not yet needed to restore a client's full site from backup. The risk of this occurring is minimal, but we're prepared anyway.*

- If the site is affected by errors caused by the client or by forces that are beyond our reasonable ability to control, backups will be restored within 2 working days of Crackerjack being notified. Crackerjack will charge technical support time at our standard hourly rate, which will be communicated to you prior to work beginning.
- For errors caused by Crackerjack server malfunction or misconfiguration, backups will be restored on an ASAP basis and will incur no charge to you.

Crackerjack Hosting - A division of MoveForward 2011 Limited  
0800 895 600  
Level 15, 171 Featherston St  
Wellington 6011

w: <http://crackerjackhq.com>  
e: [info@crackerjackhq.com](mailto:info@crackerjackhq.com)

## Ongoing Support

Crackerjack will respond to and action support requests within normal New Zealand business hours, which are defined as between 9am and 5pm NZST from Monday to Friday.

Crackerjack monitor support email requests and phone messages outside of these hours but the bulk of our support work will be done within business hours. However, if there is an issue that is affecting your site outside these hours we'll do our best to get these issues rectified as soon as we can.

If support will incur cost to you, this cost will be communicated to you prior to work beginning. Support work will not begin until you have agreed on the supplied cost.

## Your Responsibility

Crackerjack reserves the right to cancel your hosting account if you act irresponsibly or if your website or code hosted on your site proves to place other sites on the server, or the server itself in danger of being compromised. Crackerjack will not take this action without providing written warning to the customer and allowing a period of at least 7 days for the customer to respond.

*Note that sites built using a well-supported content management systems pose a very low risk of this occurring if they undergo simple periodic maintenance. Crackerjack have not yet needed to cancel any of their clients hosting accounts due to improper use or danger of security breach.*

Crackerjack Hosting - A division of MoveForward 2011 Limited  
0800 895 600  
Level 15, 171 Featherston St  
Wellington 6011

w: <http://crackerjackhq.com>  
e: [info@crackerjackhq.com](mailto:info@crackerjackhq.com)