PO Box 25791
Greenville, SC 29616
919.627.1516
unclejakemedia.com

Level 1) Hosting with Auto-Updates - $55/mo

Includes:
- 5GB of Storage
- 29GB of Bandwidth
- 5,000 Site Visits
- Nightly Backups
- Staging Site for Testing
- *Automated Updates:* On a weekly basis, our automated system will apply all pending software updates and do an audit of your site for any functional or cosmetic issues.
- *Issue Detection:* If an issue is detected post-update, the update will be rolled back and an alert will be sent to your company's primary contact email. **It will be** *your responsibility* to address the issue or open a support ticket with UJM at our standard rate (currently $100/hr).
- *Plugin Vulnerability Alerts:* In addition to automated updates, you will receive email alerts for known plugin vulnerabilities. When you receive this email, it is advised that you immediately update the plugin to address the security issue. Failure to do so within **one week** of detection may result in removal of the affected plugin.

Level 2) Hosting with Maintenance - $95/mo

Includes:
- All features included in Level 1 Hosting plus...
- *UJM Monitoring of Updates and Alerts:* With this plan, UJM will be notified of any update issues and plugin vulnerabilities *and address them for you*. **IMPORTANT:** Most likely any issue will be addressed within the scope of this maintenance plan, but in some cases (ie, custom-developed apps or themes) we may need to provide a quote to address the issue. Please contact us with any questions about this policy.
- *This is currently known as our Silver Level Maintenance Plan with Hosting - our most popular plan for thorough protection at an affordable rate.*

Level 3 Hosting and Above:

Higher-level hosting plans include all the features in Level 1 & 2 plans, but also offer additional storage, bandwidth, site visits, and even content updates. Please contact us for more information about these plans.