

MANAGED WEBSITE HOSTING AGREEMENT

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Managed website hosting is an optional service for customers of Webpuzzlemaster LLC also known as Webpuzzlemaster Digital Marketing Agency for hosting and maintenance of customer website projects. For the purpose of this agreement, Webpuzzlemaster is “The Company” providing the service. All of the following terms and conditions apply to the Basic (Package 1) and Full-Service (Package 2) managed hosting monthly service provided by The Company for hosting customer websites. Monthly costs are based on size and complexity of the website, number and type of plugins, and size of the database and can range from \$50 - \$200 per month for fully managed hosting. Request a quote before ordering Package 1 or Package 2 hosting services from The Company (as defined below).

Hosting and SSL

Hosting by The Company provides 24/7 support for server-related and site-specific issues arising from software updates (WordPress, plugins, themes) and/or styling or coding issues.

1. Hosting by The Company with options for Basic (Package 1) and Full-Service (Package 2) Hosting includes all these features:
 - a. 10 GB Web Space
 - b. unlimited MySQL databases
 - c. 10,000 Visits/month
 - d. Free SSL and https
 - e. Free email
 - f. Free Cloudflare CDN
 - g. Free monitoring, Firewall, and malware/blacklisting support by Sucuri
 - h. Free Daily Backup
2. Package 1 Managed hosting on The Company’s server includes SSL, ongoing monitoring for malware and blacklisting, software updates and backups and an additional security firewall. Monitoring and firewall are provided by 3rd party Sucuri services that are included in the hosting fee. The Customer understands that additional developer support for malware, performance and design issues that may arise from software and coding conflicts are excluded but available at an additional hourly cost.
3. Package 2 Managed hosting on The Company’s server includes everything in Package 1 plus unlimited support for malware, blacklisting, and design and performance issues unless design and performance issues are the result of The Customer’s making changes to settings that alter the site’s design and/or functionality.
4. Package 1 and 2 Managed hosting excludes website updates for design changes, addition or modification of content, or the addition or customization of plugins. These services are available at an additional hourly rate.
5. Hosting by The Company requires that The Customer agrees to a recurring monthly fee for Package 1 or Package 2 hosting from The Company and maintains a valid credit card for monthly billing.

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- a. Should the credit card be declined, and The Customer does not resolve the payment issue within 30 days, The Company will suspend hosting and restore the site when The Customer’s credit card payments are successful.
- b. All outstanding monthly hosting fees will also be due, even during periods of suspension.
- c. A 10% penalty will be assessed for any failure by The Customer to pay their hosting per The Company’s policies and must be paid prior to hosting and the service being restored.
- d. Monthly fees for existing managed hosting accounts are subject to change after a 12-month period of service. In the event of increases in fees, a 30-day notification will be provided to customers.
- e. Should a Customer decide to terminate their managed hosting and move their site to another server, they must provide a 30-day notice in writing to The Company. Provided the account balance is current, The Company will provide FTP information to the Customer to allow them to move their website to a server of their choice. The Customer will be fully responsible for moving the site, changing the DNS to point the site to its new server location, and correcting any problems that may arise from the transfer of files.

Disputes & Termination

Should an unresolved dispute arise related to execution of this binding contract, both parties agree to settle their dispute through arbitration in Collier County. The dispute may be related to a breach in work performed for hosting management or fees as outlined in this agreement. The party found at fault will pay all legal fees.

By signing and dating this document, you affirm your agreement with these terms & conditions. You, the Customer, agree to abide by all of these policies when ordering website hosting services from the Company.

ACCEPTANCE OF AGREEMENT

Sign and date below to indicate your acceptance. Then scan and return document by email to the address below. A Square invoice will be generated with payment required to begin hosting services. The initial payment will apply to the first month of hosting following site launch for website development by the company. Hosting payments are waved during development per terms of the website agreement.

All legally responsible owners are required to sign this agreement. This agreement serves as a legally binding contract within the state of Florida.

Full Name	Title	Date
Full Name	Title	Date