



SUPPORT MATRIX

Our Technical Support Department is proud to provide excellent technical support. However, they cannot provide free technical support for every problem you may encounter or create when managing your dedicated or collocated server. Below is our support matrix for determining what support services are included with each level of support. This is a guideline. If you are unsure if your technical issue is covered, please ask support to clarify any possible charges before proceeding.

IMPORTANT NOTE: Basic [Self Managed] support is designed for clients who are self-sufficient in managing a dedicated or collocated server. Clients with basic support requiring assistance from our support team for any issue unrelated to a reboot, a networking problem or a hardware failure will be charged on a per instance basis as listed below. The Basic support is included with all dedicated servers and collocation subscriptions. The Premium Support is available for all our customers for \$30/mo.

Service Plan		Basic	Premium
Physical Server			
	Manual Restarts (your request)	\$30	\$30
	Troubleshoot Hardware	Fee	✓
	Replace Bad Hardware	Fee	Fee
Network			
	Troubleshoot Network	✓	✓
Operating System			
	Install	\$99	\$99
	Troubleshoot	\$45/hour	✓
	Reinstall	\$79/half hour	\$79/half hour
	Configuration	\$45/hour	\$40/hour
	Apply Patches	\$45/hour	✓
Server Administration Software			
	Install	✓	✓
	Troubleshoot	\$45/hour	✓
	Reinstall	\$45/hour	✓
	Configuration	\$45/hour	\$40/hour
	Upgrades	\$45/hour	\$40/hour
Apache			
	Install	✓	✓
	Troubleshoot	\$45/hour	✓
	Reinstall	\$45/hour	✓
	Configuration	\$45/hour	\$40/hour
	Apply Patches	\$45/hour	\$40/hour
DNS			



	Install	\$45/hour	✓
	Troubleshoot	\$45/hour	✓
	Reinstall	\$45/hour	✓
	Configuration	\$45/hour	\$40/hour
	Apply Patches	\$45/hour	\$40/hour
Mail			
	Install	\$45/hour	✓
	Troubleshoot	\$45/hour	✓
	Reinstall	\$45/hour	✓
	Configuration	\$45/hour	\$40/hour
	Apply Patches	\$45/hour	\$40/hour
Pro_FTP			
	Install	✓	✓
	Troubleshoot	\$45/hour	✓
	Reinstall	\$45/hour	✓
	Configuration	\$45/hour	\$40/hour
	Apply Patches	\$45/hour	\$40/hour
MySQL			
	Install	✓	✓
	Troubleshoot	\$45/hour	✓
	Reinstall	\$45/hour	✓
	Configuration	\$45/hour	\$40/hour
	Apply Patches	\$45/hour	\$40/hour
Scripts and Third Party Software			
	Troubleshoot	\$45/hour	\$40/hour
	Configure	\$45/hour	\$40/hour
	Install	\$45/hour	\$40/hour
	Configuration	\$45/hour	\$40/hour
SSL Certificates			
	Install	\$80	✓
	Troubleshoot	\$45/hour	✓
	Reinstall	\$45/hour	\$40/hour
	Configuration	\$45/hour	\$40/hour
	Apply Patches	\$45/hour	\$40/hour
Security			
	Security scan	\$40	1 scan/mo.
	Server Security Analysis	\$80	\$60
	Web site security analysis	\$80	\$60
	Application code analysis	\$800	\$700



For all other support work related to troubleshooting that can not be identified as the above services our standard support fee (Fee) is \$79 per 30 minutes or set project fee for different services.

To keep our support services for clients affordable, we have developed a matrix providing discounts if the support is needed for several hours. In these cases the following matrix applies:

Extended Support prices	
Less than 1 hour	\$79/per half hour
Between 1 – 3 hours	\$140/per hour
Between 3 – 6 hours	\$120/per hour
Between 9 – 12 hours	\$100/per hour
Between 12 – 15 hours	\$90/per hour
More than 15 hours	\$80/per hour

The hours are calculated per month and it is due with your next billing cycle invoice.