

SHARED HOSTING	Light	Bronze	Silver	Gold	Platinum
Preferences					
Getting started	✓	✓	✓	✓	✓
Update contact info		✓	✓	✓	✓
Change Styles					✓
Branding					✓
Change Language		✓	✓	✓	✓
Mail					
Email account		5	25	200	unlimited
Webmail			✓	✓	✓
Boxtrapper		✓	✓	✓	✓
Spam Assassin			✓	✓	✓
Forwarders			✓	✓	✓
Auto Responders			✓	✓	✓
Default Address		✓	✓	✓	✓
Mailing Lists				✓	✓
User Level Filtering		✓	✓	✓	✓
Account Level Filtering		✓	✓	✓	✓
Email Delivery Route				✓	✓
Import Addresses/Forwarders				✓	✓
Email Authentication		✓	✓	✓	✓
MX Entry					✓
Files					
Backups to own system	1gb	1gb	5gb	10gb	25gb
Backup Wizard	✓	✓	✓	✓	✓
File Manager				✓	✓
Legacy File Manager				✓	✓
Web Disk		1gb	5gb	10gb	25gb
Disk Space Usage				✓	✓
FTP Accounts	✓	✓	✓	✓	✓
FTP Session	✓	✓	✓	✓	✓
Logs					
Latest Visitors		✓	✓	✓	✓
Bandwidth		✓	✓	✓	✓
Webalizer		✓	✓	✓	✓
Webalizer FTP		✓	✓	✓	✓
Raw Access Logs		✓	✓	✓	✓
Analog Stats		✓	✓	✓	✓
Security					
Password Protect Directories		✓	✓	✓	✓
IP Deny Manager		✓	✓	✓	✓
SSL/TLS Manager		✓	✓	✓	✓
SSH/Shell Access				✓	✓
Hotlink Protection				✓	✓
Leech Protect				✓	✓
Domains					
Subdomains		2	5	15	50
Parked Domains				2	15
Redirects			✓	✓	✓

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Databases					
MySQL Databases	1	2	5	15	25
Extra MySQL Database	€ 25.00	€ 25.00	€ 25.00	€ 25.00	€ 25.00
MySQL Database Wizard	✓	✓	✓	✓	✓
PHPMyAdmin	✓	✓	✓	✓	✓
Software/Services					
CGI Center			✓	✓	✓
Site Software				✓	✓
Perl Modules	✓	✓	✓	✓	✓
PHP PEAR Packages	✓	✓	✓	✓	✓
PHP configuration	✓	✓	✓	✓	✓
Optimize Website				✓	✓
Advanced					
Apache Handlers			✓	✓	✓
Image Manager			✓	✓	✓
Index Manager			✓	✓	✓
Error Pages			✓	✓	✓
Cron Jobs	✓	✓	✓	✓	✓
Frontpage Extension			✓	✓	✓
Network Tools				✓	✓
Virus Scanner	✓	✓	✓	✓	✓
MIME Types				✓	✓
SERVICE AND SUPPORT					
	Light	Bronze	Silver	Gold	Platinum
Essentials					
"Website space (MySQL + Web Folder + Mailboxes)"	1gb	1gb	5gb	10gb	25gb
Backups included		1gb	5gb	10gb	25gb
Additional website space gb /month	€ 2.50	€ 2.50	€ 2.50	€ 2.50	€ 2.50
Additional Backup per gb/month	€ 3.00	€ 3.00	€ 3.00	€ 3.00	€ 3.00
Data traffic	Fair use	Fair use	Fair use	Fair use	Fair use
Support					
Support window		mo-fr 08.30 - 17.00	mo-fr 08.30 - 17.00	mo-fr 07.30 - 21.00	24/7
Response times inside office hours		<1 hr	<30 mins	<15 mins	<15 mins
Response times outside office hours			< 1 hr	<30 mins	<30 mins
Weekends and bank holidays response			best effort	best effort	best effort
Repair times inside office hours		< 8 hrs	< 4 hrs	< 2hrs	< 2hrs
Weekends and bank holidays repair				8 hrs	8 hrs
Pro-activity					
Get backup log		daily	daily	daily	daily
Critical patching operating system	daily	daily	daily	daily	daily
Check disk usage	monthly	weekly	weekly	weekly	weekly
Critical patching server	a.s.a.p	a.s.a.p.	a.s.a.p.	a.s.a.p.	a.s.a.p.
Check Operating System security log	daily	daily	daily	daily	daily
Check Drupal log files	monthly	weekly	weekly	weekly	weekly
Cleaning up unused files	monthly	weekly	weekly	weekly	weekly
Check backup agent logs		weekly	weekly	weekly	weekly
Check Apache web server logs	weekly	weekly	weekly	weekly	daily

Pro-activity	Light	Bronze	Silver	Gold	Platinum
Check MySQL log files	monthly	weekly	weekly	weekly	daily
Check OS System logs	weekly	weekly	weekly	weekly	weekly
Check OS security updates	weekly	weekly	weekly	weekly	weekly
Create Drupal update plan	2 months	2 months	2 months	2 months	2 months
Security patches Drupal	2 months	2 months	2 months	2 months	2 months
Execute Regression Test Protocols	2 months	2 months	2 months	2 months	2 months

HOSTING TYPES		Light	Bronze	Silver	Gold	Platinum
Shared Hosting	"Shared drupal instance, no guaranteed traffic and disk space. Shared Apache server and MySQL server."	p/month € 25 1 year	p/month €100 1 year	p/month €225 1 year	p/month €750 1 year	contact us contact us
Virtual Private Hosting	"Dedicated Drupal instance, guaranteed traffic and disk space and dedicated MySQL server and Apache server on shared environment (sharing resources)."		additional €500	additional €500	additional €500	optional
Dedicated server	"Fully dedicated hardware, Apache server and MySQL server. Guaranteed disk space and traffic."		contact us	contact us	contact us	contact us