

WEBSITE HOSTING PLAN ATTACHMENT

Dated: August 13, 2022

This is an attachment for the Website Hosting Terms of Service, outlining specific website hosting plans, their details, and any plan add-on's and their details.

Hosting Plans:

Starter WordPress Hosting:

- I. Disk Space
 - A. Soft Limit: May Vary
 - B. Hard Limit: 15,360 MB
- II. Monthly Bandwidth
 - A. Soft Limit: May Vary
 - B. Hard Limit: Not Applicable
- III. Max. FTP Accounts
 - A. Soft Limit: Not Applicable
 - B. Hard Limit: 5
- IV. Included Email Addresses
 - A. Hard Limit: 3
- V. Max Email Space:
 - A. Hard Limit: 2,048MB
- VI. Max. Mailing Lists:
 - A. Hard Limit: 3
- VII. Max. Files
 - A. Hard Limit: 150,000
- XIII. Safe Website Updates
 - A. Your site is checked for uptime, then a site backup is made, your site is updated, checked again for uptime, and if the site is down, it is restored to the backup.
- XIV. Unlimited Web Hosting Technical Support
 - A. This means any aspect of issue in regards to the website hosting, including but not limited to: site uptime, email support, server speed, file space, etc.
 - B. This does not include issues with your WordPress website, such as hacked website, website speed, website media upload issues, etc.
- XV. Existing WordPress Support
 - A. Existing WordPress Support includes
 - 1. WordPress Training
 - 2. Unable to upload media
 - 3. Site performance issues with speed
 - 4. Unable to update WordPress pages, posts, and other content
 - 5. Unable to make changes to the base WordPress settings
 - 6. WordPress login assistance
 - 7. Basic WordPress security
 - a) *Brute Force prevention measures*
 - b) *Firewall via Plugin*
 - c) *Password Requirements*
 - d) *Username requirements*
 - e) *WordPress SALT Keys updates*
- VIII. Max. Databases
 - A. Soft Limit: Not Applicable
 - B. Hard Limit: 1
- IX. Max. Sub Domains
 - A. Soft Limit: Not Applicable
 - B. Hard Limit: 1
- X. Max. Parked Domains
 - A. Soft Limit: Not Applicable
 - B. Hard Limit: 3
- XI. Max. Addon Domains
 - A. Soft Limit: Not Applicable
 - B. Hard Limit: 0
- XII. Daily Backups
 - A. Minimum of 27 backups per month

- f) *SPAM Prevention on comments*
 - g) *Denial of Service prevention measures*
 - h) *WordPress Core Updates*
 - i) *WordPress Theme Updates*
 - j) *WordPress Plugin Updates*
 - k) *PHP version updaters*
 - l) *Database version update*
 - m) *WordPress Limit Login Attempts*
 - n) *WordPress login page change*
 - o) *SSL/TLS Certificate Installation and Management*
8. Determining cause of performance problems
- B. This does not include the following areas:
- 1. Installing/setting up new plugins
 - 2. Installing/setting up new themes
 - 3. Configuration of any new additions of features, products, services, or anything else to the site
 - 4. PCI Compliance settings
 - 5. Updating WordPress Content
 - 6. Installing/setting up new plugins
 - 7. Installing/setting up new themes
 - 8. Determining the cause of an error with a plugin
 - 9. Determining the cause of an error with a theme
 - 10. Fixing an error of a plugin or theme
 - 11. Configuration of any non-basic WordPress setting
 - 12. Anything not explicitly specified in included services
- XVI. SSL/TLS Certificate
- A. Certificate Included:
 - 1. Let's Encrypt or equivalent domain validation SSL/TLS Certificate is included
 - B. Services Included:
 - 1. Procurement of included SSL/TLS Certificate
 - 2. Management
 - 3. Installation/Configuration
- XVII. Included Content Delivery Network
- A. Free Cloudflare CDN included installation, configuration, and
- XVIII. Software Licensing
- A. Not Included
- XIX. Client Reports Not Included

Partially Managed WordPress Hosting:

- I. Disk Space
 - A. Soft Limit: May Vary
 - B. Hard Limit: Not Applicable
- II. Monthly Bandwidth
 - A. Soft Limit: May Vary
 - B. Hard Limit: Not Applicable
- III. Max. FTP Accounts
 - A. Hard Limit: 5
- IV. Included Email Addresses
 - A. Hard Limit: 5
- V. Max. Email Space:
 - A. Hard Limit: 3,072 MB
- VI. Max. Mailing Lists:
 - A. Hard Limit: 10
- VII. Max. Databases
 - A. Hard Limit: 2
- VIII. Max. Files
 - A. Hard Limit: 150,000
- IX. Max. Sub Domains
 - A. Hard Limit: 2
- X. Max. Parked Domains
 - A. Hard Limit: 5
- XI. Max. Addon Domains
 - A. Hard Limit: 1
- XII. Daily Backups
 - A. Minimum of 27 backups per month
- XIII. Safe Website Updates
 - A. Your site is checked for uptime, then a site backup is made, your site is updated, checked again for uptime, and if the site is down, it is restored to the backup.
- XIV. Unlimited Web Hosting Technical Support
 - A. This means any aspect of issue in regards to the website hosting, including but not limited to: site uptime, email support, server speed, file space, etc.
 - B. This does not include issues with your WordPress website, such as hacked website, website speed, website media upload issues, etc.
- XV. Existing WordPress Support
 - A. Existing WordPress Support includes
 1. WordPress Training
 2. Unable to upload media
 3. Site performance issues with speed
 4. Unable to update WordPress pages, posts, and other content
 5. Unable to make changes to the base WordPress settings
 6. WordPress login assistance
 7. Basic WordPress security
 - a) *Brute Force prevention measures*
 - b) *Firewall via Plugin*
 - c) *Password Requirements*
 - d) *Username requirements*
 - e) *WordPress SALT Keys updates*
 - f) *SPAM Prevention on comments*
 - g) *Denial of Service prevention measures*
 - h) *WordPress Core Updates*
 - i) *WordPress Theme Updates*
 - j) *WordPress Plugin Updates*
 - k) *PHP version updaters*
 - l) *Database version update*
 - m) *WordPress Limit Login Attempts*
 - n) *WordPress login page change*
 - o) *SSL/TLS Certificate Installation and Management*

8. Determining cause of performance problems
9. Configuration of basic WordPress settings
- B. This does not include the following areas:
 1. Installing/setting up new plugins
 2. Installing/setting up new themes
 3. Configuration of any new additions of features, products, services, or anything else to the site
 4. PCI Compliance settings
 5. Updating WordPress Content
 6. Installing/setting up new plugins
 7. Installing/setting up new themes
 8. Determining the cause of an error with a plugin
 9. Determining the cause of an error with a theme
 10. Fixing an error of a plugin or theme
 11. Configuration of any non-basic WordPress setting
 12. Anything not explicitly specified in included services
- XVI. SSL/TLS Certificate
 - A. Certificate Included:
 1. Let's Encrypt or equivalent domain validation SSL/TLS Certificate is included
 - B. Services Included:
 1. Procurement of included SSL/TLS Certificate
 2. Management
 3. Installation/Configuration
- XVII. Included Content Delivery Network
 - A. Included all areas around the a CDN, including but not limited to selection, configuration, maintenance, disable in favor of a different CDN solution
 - B. Does not include support or configuration for any 3rd party Content Delivery Network
- XVIII. Included Staging/Test Site Available
- XIX. Software Licensing
 - A. Take advantage of our existing software licenses to enhance your website. This software ranges from designing software, to file management software, to security software.
 - B. All software and licenses provided through our Software Licensing program remains strictly the property of Ness Web Solutions, LLC, or its affiliates, partners, or other related business entities.
 - C. Use of Software through the Software Licensing program is only valid for current clients of Ness Web Solutions, LLC with a valid Software License program package.
- XX. Quarterly Client Website Reports

Fully Managed WordPress Hosting:

- I. Disk Space
 - A. Soft Limit: May Vary
 - B. Hard Limit: Not Applicable
- II. Monthly Bandwidth
 - A. Soft Limit: May Vary
 - B. Hard Limit: Not Applicable
- III. Max. FTP Accounts
 - A. Hard Limit: 5
- IV. Included Email Addresses
 - A. Hard Limit: 5
- V. Max. Email Space
 - A. Hard Limit: 5,120 MB
- VI. Max Mailing Lists:
 - A. Hard Limit: 10
- VII. Max. Databases
 - A. Hard Limit: 2
- VIII. Max. Files
 - A. Hard Limit: 150,000
- IX. Max. Sub Domains
 - A. Hard Limit: 2
- X. Max. Parked Domains
 - A. Hard Limit: 5
- XI. Max. Addon Domains
 - A. Hard Limit: 1
- XII. Daily Backups
 - A. Minimum of 27 backups per month
- XIII. Safe Website Updates
 - A. Your site is checked for uptime, then a site backup is made, your site is updated, checked again for uptime, and if the site is down, it is restored to the backup.
- XIV. Unlimited Web Hosting Technical Support
 - A. This means any aspect of issue in regards to the website hosting, including but not limited to: site uptime, email support, server speed, file space, etc.
 - B. This does not include issues with your WordPress website, such as hacked website, website speed, website media upload issues, etc.
- XV. Advanced Existing WordPress Support,
 - A. Advanced Existing WordPress Support includes the following areas
 1. WordPress Training
 2. Unable to upload media
 3. Site performance issues with speed
 4. Unable to update WordPress pages, posts, and other content
 5. Unable to make changes to the base WordPress settings
 6. WordPress login assistance
 7. Basic WordPress security
 - a) *Brute Force prevention measures*
 - b) *Firewall via Plugin*
 - c) *Password Requirements*
 - d) *Username requirements*
 - e) *WordPress SALT Keys updates*
 - f) *SPAM Prevention on comments*
 - g) *Denial of Service prevention measures*
 - h) *WordPress Core Updates*
 - i) *WordPress Theme Updates*
 - j) *WordPress Plugin Updates*
 - k) *PHP version updaters*
 - l) *Database version update*
 - m) *WordPress Limit Login Attempts*
 - n) *WordPress login page change*
 - o) *SSL/TLS Certificate Installation and Management*

8. Determining cause of performance problems
 9. Determining the cause of an error with a plugin
 10. Determining the cause of an error with a theme
 11. Configuration of any non-basic WordPress setting
- B. This does not include the following areas:
1. Installing/setting up new plugins
 2. Installing/setting up new themes
 3. Configuration of any new additions of features, products, services, or anything else to the site
 4. PCI Compliance settings
- XVI. 45 Minutes per month of Developer Time
- A. WordPress site content updated
 - B. Install/Setup/Configuration of any new plugin or theme
 - C. Configuration/setup of any new feature to your WordPress sites
 - D. Configuration of any new additions of features, products, services, or anything else to the site
 - E. Updating WordPress Content
 - F. Fixing an error of a plugin or theme
 - G. This does not include the following areas:
 1. PCI Compliance settings (That must be purchased as an Add-on Service)
- XVII. SSL/TLS Certificate
- A. Certificate Included:
 1. Let's Encrypt or equivalent domain validation SSL/TLS Certificate is included
 - B. Services Included:
 1. Procurement of included SSL/TLS Certificate
 2. Management
 3. Installation/Configuration
- XVIII. Included Content Delivery Network
- A. Included all areas around the a CDN, including but not limited to selection, configuration, maintenance, disable in favor of a different CDN solution
 - B. Does not include support or configuration for any 3rd party Content Delivery Network
- XIX. Test/Staging Site Available
- XX. Software Licensing
- A. Take advantage of our existing software licenses to enhance your website. This software ranges from designing software, to file management software, to security software.
 - B. All software and licenses provided through our Software Licensing program remains strictly the property of Ness Web Solutions, LLC, or its affiliates, partners, or other related business entities.
 - C. Use of Software through the Software Licensing program is only valid for current clients of Ness Web Solutions, LLC with a valid Software License program package.
- XXI. Monthly Website Client Report.

Fully Managed WordPress Hosting Pro:

XXII. Disk Space

- A. Soft Limit: May Vary
- B. Hard Limit: Not Applicable

XXIII. Monthly Bandwidth

- A. Soft Limit: May Vary
- B. Hard Limit: Not Applicable

XXIV. Max. FTP Accounts

- A. Hard Limit: 10

XXV. Included Email Addresses

- A. Hard Limit: 8

XXVI. Max. Email Space

- A. Hard Limit: 10,2400 MB

XXVII. Max Mailing Lists:

- A. Hard Limit: 15

XXVIII. Max. Databases

- A. Hard Limit: 2

XXIX. Max. Files

- A. Hard Limit: 150,000

XXX. Max. Sub Domains

- A. Hard Limit: 2

XXXI. Max. Parked Domains

- A. Hard Limit: 5

XXXII. Max. Addon Domains

- A. Hard Limit: 1

XXXIII. 4x Daily Backups

- A. Minimum of 108 backups per month

XXXIV. Safe Website Updates

- A. Your site is checked for uptime, then a site backup is made, your site is updated, checked again for uptime, and if the site is down, it is restored to the backup.

XXXV. Unlimited Web Hosting Technical Support

- A. This means any aspect of issue in regards to the website hosting, including but not limited to: site uptime, email support, server speed, file space, etc.
- B. This does not include issues with your WordPress website, such as hacked website, website speed, website media upload issues, etc.

XXXVI. Advanced Existing WordPress Support,

- A. Advanced Existing WordPress Support includes the following areas

1. WordPress Training
2. Unable to upload media
3. Site performance issues with speed
4. Unable to update WordPress pages, posts, and other content
5. Unable to make changes to the base WordPress settings
6. WordPress login assistance
7. Basic WordPress security
 - a) *Brute Force prevention measures*
 - b) *Firewall via Plugin*
 - c) *Password Requirements*
 - d) *Username requirements*
 - e) *WordPress SALT Keys updates*
 - f) *SPAM Prevention on comments*
 - g) *Denial of Service prevention measures*
 - h) *WordPress Core Updates*
 - i) *WordPress Theme Updates*
 - j) *WordPress Plugin Updates*
 - k) *PHP version updaters*
 - l) *Database version update*
 - m) *WordPress Limit Login Attempts*
 - n) *WordPress login page change*
 - o) *SSL/TLS Certificate Installation and Management*

8. Determining cause of performance problems
 9. Determining the cause of an error with a plugin
 10. Determining the cause of an error with a theme
 11. Configuration of any non-basic WordPress setting
- B. This does not include the following areas:
1. Installing/setting up new plugins
 2. Installing/setting up new themes
 3. Configuration of any new additions of features, products, services, or anything else to the site
 4. PCI Compliance settings
- XXXVII. 90 Minutes per month of Developer Time
- A. WordPress site content updated
 - B. Install/Setup/Configuration of any new plugin or theme
 - C. Configuration/setup of any new feature to your WordPress sites
 - D. Configuration of any new additions of features, products, services, or anything else to the site
 - E. Updating WordPress Content
 - F. Fixing an error of a plugin or theme
 - G. This does not include the following areas:
 1. PCI Compliance settings (That must be purchased as an Add-on Service)
- XXXVIII. SSL/TLS Certificate
- A. Certificate Included:
 1. Premium Domain Validated SSL Certificate
 - B. Services Included:
 1. Procurement of included SSL/TLS Certificate
 2. Management
 3. Installation/Configuration
- XXXIX. Included Content Delivery Network
- A. Included all areas around the a CDN, including but not limited to selection, configuration, maintenance, disable in favor of a different CDN solution
 - B. Does not include support or configuration for any 3rd party Content Delivery Network
- XL. Test/Staging Site Available
- XLI. Software Licensing
- A. Take advantage of our existing software licenses to enhance your website. This software ranges from designing software, to file management software, to security software.
 - B. All software and licenses provided through our Software Licensing program remains strictly the property of Ness Web Solutions, LLC, or its affiliates, partners, or other related business entities.
 - C. Use of Software through the Software Licensing program is only valid for current clients of Ness Web Solutions, LLC with a valid Software License program package.
- XLII. Domain Name Include
- A. Free domain name of .com, .net, .org, .biz domain names
 - B. Free domain for the life of hosting plan
- XLIII. Monthly Website Client Reports

Add-on Services:

Dedicated IP Address:

This is recommended for any site with an SSL/TLS Certificate, to ensure best performance of your site, This ensures best security of your site as well, and to ensure your SSL/TLS Certificate is accepted across all internet browsers.

Every 12 Hour Backups:

Hourly Backups are a minimum of 53 backups per month.

Every 6 Hour Backups:

Hourly Backups are a minimum of 108 backups per month.

Hourly Backups:

Hourly Backups are a minimum of 650 backups per month.

PCI Compliance Services:

This is where Ness Web Solutions, LLC will work with all other required people, and parties to ensure your website is PCI Compliant

G-Suite or Microsoft Office 365 Administrator:

We will manage your G-Suite or MS Office 365 account for you. You don't have to worry about any technical aspects, as we will handle that all for you.

3rd Party Integration:

When you need to connect a 3rd party application into your site, such as a real estate MLS listing service, or rent payment on your site, we can do that for you. We will maintain any other software that you would like us to, and event integrate it with your website if applicable.

Email Hosting:

We provide private secure email hosting for clients.

Premium SSL Certificates:

We provide the ability for clients to purchase Premium SSL certificates for e-commerce and other secure websites.