



Service Level Agreement

The Service Level Agreement (SLA) is a monthly hosting and support program offered to clients with websites developed by Full Media. We have found that once a website has launched, our clients come to us for assistance with a variety of tasks over the following months and years. Our SLA program is designed to make ongoing support and expertise from the Full Media team available to our clients in an affordable, efficient manner.

Included in each service level option is a number of complimentary support hours, a discounted rate for additional support that exceeds the complimentary hours, and priority response times. The range of options and pricing will allow your organization to choose a plan that fits your support needs and your budget.

LEVEL ONE \$45 per month	LEVEL TWO \$70 per month	LEVEL THREE \$115 per month	LEVEL FOUR \$145 per month
Bronze Hosting Package	Silver Hosting Package	Gold Hosting Package	Platinum Hosting Package
Complimentary Support: 2 hours per year*	Complimentary Support: 1 hour per month*	Complimentary Support: 2 hours per month*	Complimentary Support: 3 hours per month*
Standard Bill Rate: \$120 per hour	Discounted Bill Rate: \$100 per hour	Discounted Bill Rate: \$95 per hour	Discounted Bill Rate: \$90 per hour
Response Time: 3-5 business days	Response Time: 2 business days	Response Time: 1 business day	Response Time: Same business day
Completion Time: Maximum 4 weeks †	Completion Time: Maximum 2 weeks †	Completion Time: Maximum 1.5 weeks †	Completion Time: Maximum 1 week †
Hosting: Basic	Hosting: Basic <i>Our most popular package</i>	Hosting: Basic	Hosting: Basic

All packages and prices are based on the following conditions: The client will have a credit card on file with Full Media and will be enrolled in automatic monthly billing.
 *If complimentary support hours are not used in a respective month, the time will not roll over to future months. Once the complimentary time is used, additional time for the month will be billed at the respective plan's hourly rate to the credit card on file on the 15th of the following month.
 †Completion time periods are guarantees for website edits to existing functionality only. Any request for website edits resulting in new functionality within the website may exceed the completion time denoted on the plan's respective timeline.

Basic Hosting (included in cost)— This hosting is designed for websites with a standard volume of site traffic (equates to a rolling quarterly average of up to 7,500 MB/month used). The website will be located on a shared server. For security reasons, Full Media does not permit client FTP access to a shared server.

XL Basic Hosting (additional \$30 per month)— This hosting is designed for websites with a high volume of site traffic (equates to a rolling quarterly average of between 7,500 MB/month and 20,000 MB/month used). The website will be located on a shared server. For security reasons, Full Media does not permit client FTP access to a shared server.

Cloud Hosting (additional \$50 per month)— This hosting is designed for websites with a significant number of site visitors per month and/or clients who require FTP access to website files. This hosting provides the website with its own dedicated cloud server, ideal for websites with a rolling quarterly average of more than 20,000 MB/month used.

eCommerce Hosting (must be quoted separately)— The website will be located on its own dedicated cloud server, which will allow FTP access and will accommodate a high volume of traffic. This option will also include security patches based on the e-commerce platform, in addition to the complimentary support hours.