



2025 PLANS

# Web Hosting & Maintenance



We appreciate the opportunity to present your company with our Web Hosting and Monthly Maintenance Plans. Our goal is to maximise your online business potential while ensuring your website performs optimally now and in the future. Thank you for considering us as your partner!

Joel Chalmin, **Founder**



Streamline your  
web presence with  
our **fast hosting**  
and monthly  
**maintenance care,**  
empowering you to  
focus on growing  
your business.



# Our Plans: Hosting & Maintenance



## Core Plan

Your monthly plan includes the following features:

- ✓ Fast Hosting on JC Web's Secure Server
- ✓ WordPress Core Updates
- ✓ WordPress Plugin Updates
- ✓ WordPress Theme Updates
- ✓ Web Backups (daily/weekly/monthly)
- ✓ Advanced Firewall Setup / Server Integration
- ✓ Malware Scanning & Repair
- ✓ SSL Security Integration & Yearly Renewal
- ✓ 1 x Business Email Address Included
- ✓ Priority Tech Support

**Cost: £65 +Vat per month** *(Billed twice a year)*



# Essentials Plan

Your monthly plan includes the following features:

- ✓ Fast Hosting on JC Web's Secure Server
- ✓ WordPress Core Updates
- ✓ WordPress Plugin Updates
- ✓ WordPress Theme Updates
- ✓ Web Backups (daily/weekly/monthly)
- ✓ Security Monitoring & Response
- ✓ Performance Optimisation
- ✓ Speed Boost via CDN Integration
- ✓ 24/7 Uptime Monitoring
- ✓ 1hr of Content Management Updates p/m
- ✓ Monthly Site Report
- ✓ Advanced Firewall Setup / Server Integration
- ✓ Malware Scanning & Repair
- ✓ SSL Security Integration & Yearly Renewal
- ✓ Unlimited Business Email Addresses
- ✓ Priority Tech Support

**Cost: £85** +Vat per month *(Billed twice a year)*



# Key Features & Core Benefits

Your Monthly Plan, in detail:



## **Fast Hosting on JC Web's Secure Server**

Experience fast and secure website hosting on our own company servers, providing greater control and freedom for optimal website performance. Benefit from quick loading times and robust security, ensuring a smooth experience for your visitors.



## **WordPress Core, Plugins & Theme Updates**

We keep your website software up to date for peace of mind. Our team handles WordPress updates, plugins, and themes every month to ensure security and smooth operation. We manage compatibility issues and offer instant backups as needed, with transparent communication about any additional costs for resolving compatibility issues, if and where they occur.



## Swift & Secure Backups

Our comprehensive backup system ensures the safety of your data with daily, weekly, and monthly backups. In the event of any issues, these backups facilitate swift restoration, guaranteeing the integrity and security of your valuable information.



## Security Monitoring & Response

With round-the-clock protection, including antivirus, malware scanning, and firewalls, we secure your site. We monitor for potential threats and react swiftly, ensuring prompt action. *Part of our 'Essentials Plan'*



## Performance Optimisation

With monthly speed optimisation checkups and automated performance tests, we ensure your website loads quickly and efficiently, providing an optimal user experience. *Part of our 'Essentials Plan'*



## Speed Enhancement with CDN

Our hosting package includes a CDN, typically worth £160+ per year from third parties, to boost your website's speed and reliability, ensuring smooth performance even during peak periods. *Part of our 'Essentials Plan'*



## Website Content Management Updates

Your plan includes 1 hour of monthly content updates. Just email us your changes, and we'll handle the rest! Website Content Management encompasses tasks like editing text, images, or other content-related changes.

*Part of our 'Essentials Plan'*



## 24/7 Uptime Monitoring

We monitor your website's uptime to ensure it's always online. If it goes offline, we'll act promptly to restore it.

*Part of our 'Essentials Plan'*



## Monthly Site Report

Each month, our comprehensive website report provides essential insights. It includes backup timestamps, plugin update details, WordPress core update timestamps, and valuable uptime, security, and performance information.

*Part of our 'Essentials Plan'*



## Priority Tech Support

Jump to the front of the queue and receive swift response and attention to bugs, application issues, and maintenance needs, ensuring responsiveness to monthly requirements and unexpected issues while saving costs.



## **Advanced Firewall Setup & Server Integration**

Benefit from enhanced protection against malicious attacks and unauthorised access attempts. Our skilled team ensures that your firewall is optimally configured to safeguard your site's data and maintain its integrity. Additionally, by seamlessly integrating with our servers, we ensure smooth and efficient operation, minimising downtime and maximising performance.



## **Malware Scanning & Repair**

Our malware scanning and repair service ensures your website's security. We proactively detect and remove any threats, guaranteeing the safety of your visitors' data. While we strive to keep your site secure, we acknowledge that technology can be unpredictable. In the rare event of a hack, we'll clean up and resolve the issue at no cost.



## **SSL Security Integration & Yearly Renewal**

Our SSL Security Integration service encrypts data on your website, bolstering user trust. With yearly renewals included at no extra cost, you save significantly compared to third-party charges, which can amount to £100+ per year. This ensures continuous security while saving you money.

# Additional Support

Tasks outside your monthly maintenance plan are charged at our standard rate of £50+VAT per hour. Save by buying hours in advance with JC Web.



Hours	Validity	Rate	Total
16	6 months	£40 p/h	£640
24	6 months	£35 p/h	£840
32+	6 months	£30 p/h	£960

## Delivery Output

### Delivery

### Timeframe

### Upgrade

Regular — 3-5 Business Days — No upgrade  
1 hour spent = 1 hour charged

Fast & Rush — 1-2 Business Days — 1.5-time upgrade  
1 hour spent = 1.5 hour charged

# New Features & Functions

We'll develop new features upon request. Based on the required input, we may quote separately or you may prefer to purchase a prepaid bundle of hours called 'Bucket of Time'.

We'll assess feasibility and performance risks for each task before undertaking and will make observations and recommendations if and when required.

## Task Management

Access a modern and intuitive ticketing system for seamless communication and task tracking. Enjoy direct communication with our tech team, project managers, and analysts, ensuring prompt and appropriate responses to queries. Benefit from transparency in task progress, with real-time updates available at all times, keeping you informed and in control of the process.

## Tracking & Transparency

Our platform offers systematic and detailed tracking of all tasks, work requests, and time spent, ensuring transparency and accessibility for you at all times.

# Response Time

Response time is defined as JC Web's attention and resources towards the issue, not completion of the specific issue.

JC Web will continue to allocate resources until the issue is resolved. Typical response time is within **1 business day, usually the same day.**



## Working Days & Hours:

Mon to Fri / 8am to 5pm GMT

# Hour Usage

Upon acknowledgement of urgent task requests (Fast & Rush), we will aim to resolve them within 24-48 hours. Resolution times for more complex tasks will depend on their scale and complexity. Fast & Rush tasks will be charged at 1.5 times the hourly rate, as per our 'Delivery Output' options.

If you don't use the totality of the hours you purchase within the validity period (ie: 16 hours within 6 months), you can roll those hours remaining into your next purchase.

# Core Advantages



**FLEXIBLE  
SUPPORT PLAN**



**DEDICATED ACCOUNT  
& PROJECT MANAGER**



**HIGHLY SKILLED  
DEVELOPERS**



**RAPID ISSUE  
RESPONSE**



**EXPERT CONSULTING  
& BEST PRACTICES**



**ISSUE & PROJECT  
TRACKING SYSTEM**



**REGULAR RELEASE  
OF TECH UPDATES**



**SUPPORT FOR  
VARIOUS TECHS**



**ZERO TRAINING &  
RETENTION COST**

# Specialist Support



**SERVER  
MONITORING**



**DEVELOPMENT &  
CUSTOMISATION**



**BUG  
FIXING**



**UI ENHANCEMENTS  
& CODE**



**ERROR TRACKING  
& SOLUTIONS**



**FULL OR PARTIAL  
DATA BACK-UP**

# Requirements

We require login details for the following resources:

- **WordPress Admin Panel Login Credentials**
- **Server/Hosting Account Login Credentials**
- **Domain Vendor Account Login Credentials**

# Payment Guidelines

Payment for the maintenance plan is due in advance for a period of six months. Once payment is received, the maintenance plan will commence. We accept various forms of payment, including bank transfers and credit/debit cards. Failure to make payment within the specified period may result in suspension or termination of the maintenance plan.

# Cancellation & Refunds

If you decide to discontinue our website maintenance services or are dissatisfied with the service provided, please inform us promptly. You can cancel the contract by giving one month's notice. Since you've paid for 6 months in advance, we will refund the difference to you accordingly.

# Important Notes

1. If plugin or theme updates are not feasible due to development constraints, we'll notify you and refrain from proceeding.
2. Depending on the current website's code and structure, limitations may arise with additional development due to the use of pre-made components, making further development unfeasible in some cases.
3. Compatibility issues may arise from core, theme, plugins, and server updates. In such cases, we'll inform you of any additional costs required to resolve the issues. If you choose not to update, we can restore from a backup.
4. We are responsible for any issues related to third-party APIs. We will however be ready to help should any issues arise.
5. "Days" outlined above refer to standard Monday to Friday business days.
6. During the maintenance period, consult with us before updating themes or plugins on any of the websites.
7. We'll provide access to task management software where you can request tasks and track task statuses. Delivery timing starts once your input is finalised.
8. Prompt communication is essential. If we don't receive a response within 3 days during website maintenance, we reserve the right to prioritize other clients. Timely responses are crucial for efficient development.

# About Us



JC Web is London-based Digital Agency specialised in web design and development, catering to a diverse clientele in the UK and worldwide. We empower entrepreneurs and forward-thinking businesses to realise their aspirations by seamlessly combining expertise, creativity, and strategic thinking. With a substantial team of over 70 highly-skilled and reliable developers and creatives, JC Web is adept at managing projects of varying sizes and resource demands. Furthermore, our commitment extends to providing attentive monthly maintenance and support solutions, ensuring sustained success for our clients.

# 10+

YEARS OF  
EXPERIENCE

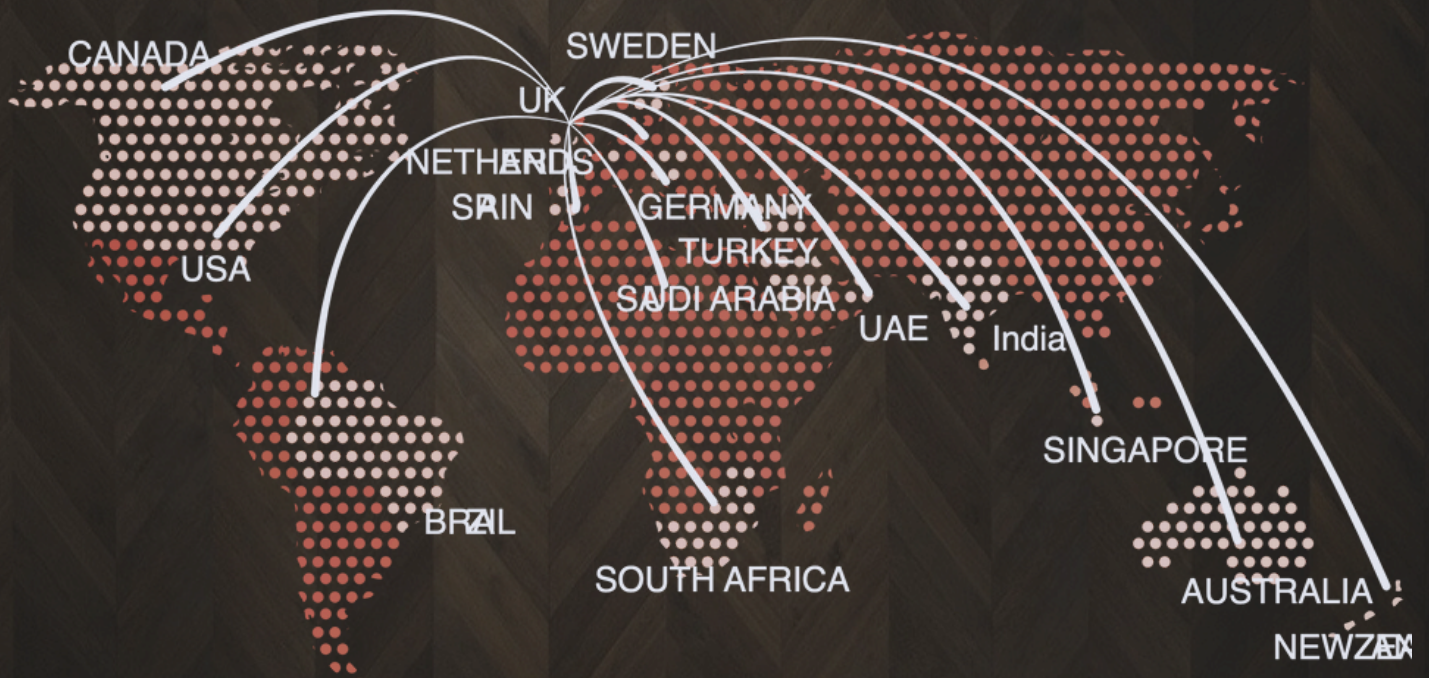
# 80%

REPEATED  
CLIENTS

# 70+

TEAM  
RESOURCES

# Client Base



 +44 7983 703917

 joel@jcweb.co

 **JC Web**  
London, UK

[WWW.JCWEB.CO](http://WWW.JCWEB.CO)

