

Your Hosted Site

# *guide book*



# WELCOME

We're so glad you've chosen to host and maintain your site with the help of our team. It's kind of like a long term relationship, so we want to be sure to set the proper expectations for you in this short guide to our hosting services. By reading this booklet thoroughly, and keeping it on hand for emergencies, you'll have a good understanding of what you can expect from our team and who you can reach out to for help.



## YOUR HOSTING PACKAGE

### MINNOW HOSTING (\$325/year OR \$32/month)

You're moving ahead with our simplest hosting plan, but that's not a bad thing! Some folks just don't need those support hours bucketed and would rather pay as they go.

Your hosting package includes:

- Up to 10,000 visits/month
- 10 GB of bandwidth/month
- 1 GB of local storage
- Global CDN for faster load times
- SSL (security) certificate
- Monthly reports and software updates

### BLUEGILL HOSTING (\$900/year OR \$88/month)

You're moving ahead with our Silver Hosting Package. It's a great package and is very popular with our clients. It includes:

- Up to 100,000 visits/month
- 100 GB of bandwidth/month
- 2 GB local storage
- Global CDN for faster load times
- SSL (security) certificate
- Monthly reports and software updates
- 5 hours of annual support to be used for design/development updates

### WALLEYE HOSTING (\$1,499/year OR \$150/month)

You've chosen our trophy hosting plan – the Walleye Hosting Package, which includes unlimited website updates within the framework of your current site. Your hosting package includes:

- Up to 100,000 visits/month
- 100 GB of bandwidth/month
- Up to 10 GB local storage
- Global CDN for faster load times
- SSL (security) certificate
- Monthly reports and software updates
- 5 hours of design support per year (new functionalities, pages, etc.)
- Unlimited content/photo updates

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Please note that any support beyond the framework of your selected plan will be billed at \$95/hour. If you'd like an estimate on any project beforehand, please don't hesitate to ask.



# SENDING AN SOS



Listen we're the first people to want to say "to heck with process!" but over time we've realized that sticking to a good, clear procedure sets our clients up for success and happiness. And we love successful, happy clients.

Thankfully, our process is pretty straight forward.

## STEP 1:

Email your update requests to [basecamp@northofeighdesign.com](mailto:basecamp@northofeighdesign.com).

Please be as thorough as possible, it's often the back-and-forth of nailing down the requirements of the task that take the longest.

Our incredible project manager, Brittany, will respond to your request to let you know if she has any questions, or just to let you know that she's received it.

Brittany will then add your task to our queue of incoming client updates. Our goal is to have your task completed within **2 business days**. Brittany will let you know if for some reason we're unable to make your updates within that timeline.

If something is urgent, please just let us know - we're reasonable folks and we're here to help however we can. Whenever possible we will do our best to avoid rush fees, but know that if we need to do so, we'll communicate that with you ahead of time.

Our standard rush fee is \$50.

Once your task is complete, Brittany will let you know.

## STEP 2:

There isn't a step two. We're all for simplicity here.



TL;DR

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email

[basecamp@northofeighdesign.com](mailto:basecamp@northofeighdesign.com)

with any website updates!