

# Maintenance

## Year 1

All our packages include 1 years tech support on the products we install. You get 2 incidents per month, and you can report them either by telephone or by email using the information on the contact us page of this site. We will work to resolve all issues within 2 working days, but some may take longer depending on if the problem is dependednt on outside sources - hosting companies, server crashes, domain name changes, etc., Extra support can be obtained at a cost of 15 euros per incident.

## Year 2

If you wish us to continue hosting your site for a second year, we will provide hosting as follows:

- Small sites using less than 1 GB of transfer per month and less than 50MB of disk space
- Maximum 3 email addresses
  
- 75 euros per year sharing one of our servers
  
- Up to 500 MB of disk space
- Up to 25 GB of transfer per month
- Up to 15 email addresses
  
- 15 euros per month or 150 euros per year paid in advance on your own virtual server
  
- Up to 2000MB of disk space
- Up to 75 GB of transfer per month
- Up to 100 email addresses
  
- 45 euros per month or 450 euros per year paid in advance on your own virtual server

These charges all include a 1 year extension on your domain name.

All our adult hosting is on servers with reliable high speed connections, and a high percentage uptime.