

My Internet Scout Standard Website Maintenance Coverage for 2017



Monthly Software Updates and Upgrades

My Internet Scout performs monthly updates and upgrades on the core WordPress engine and peripheral software. These updates patch security vulnerabilities, fix software bugs, and add features and functions. During and after updates, My Internet Scout checks for software incompatibilities, and advises on and/or performs corrections. Updates and Upgrades are performed on "premium" software when software and support licenses are current and active.

Data Backup

Once every month My Internet Scout applies a tailored version of the 3-2-1 backup method (the industry standard for backing up) to two different backup files (a zipped file of the database and another zipped file containing every file that makes the website work). A copy of each file will reside at four different locations; one on the website server, one on a cloud backup server (located in VA), one on my PC and one at my office on a medium disconnected from both the My Internet Scout LAN and Internet.

Website Security

WordPress Security software is installed and maintained on the website that repels/logs brute force attacks and spam attacks, enforces minimum character requirements on passwords for users, and blacklists visitors from known malicious IPs and IP ranges. Also, monthly malware scans are performed on website files.

Discounted Billing Rate for Ongoing Support and Consulting

For customers under current Maintenance Coverage, My Internet Scout will discount it's hourly billing rate to \$85 per hour for services not covered under Maintenance Coverage such as technical support, digital marketing consulting, or website additions, changes and moves or any other services not specified under Maintenance Coverage. For customers not under current Maintenance Coverage, the standard hourly billing rate for all services is \$125 per hour.

Basic Website Hosting (optional)

My Internet Scout includes small business basic website hosting services (up to 50Gb of transit per month) at no additional cost as part of its maintenance coverage.

As best practices evolve for these maintenance coverage points, My Internet Scout will adapt its operations accordingly.