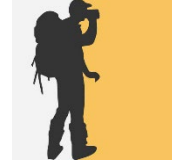


# My Internet Scout Standard Website Maintenance Coverage



## 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 system (the industry standard for backing up). A copy of each website will reside at three different locations; one in the cloud with the server, one on My Internet Scout's LAN storage and one on a medium in cold storage, 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 its hourly billing rate to \$95 per hour for services not covered under Maintenance Coverage such as technical support, digital marketing consulting, 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 \$135 per hour.

## Basic Website Hosting

My Internet Scout includes complimentary basic small business website hosting services (up to 40Gb of transit per month; and up to 20GB of SSD storage) at no additional cost as part of its maintenance coverage. Add-on storage beyond the baseline 20GB is charged at \$25 per month for each additional 5GB of storage.

As best practices for maintenance evolve, My Internet Scout will adapt its operations and coverage accordingly. This document may be updated periodically to reflect changes in coverage, practices and rates.