

**Service:** Dedicated Cloud Hosting (VPS Container)

**Monthly Cost:** starting from \$200 + GST

## **1. Purpose of This Document**

This document defines the scope of the dedicated cloud hosting service we provide. It clarifies:

- What the monthly hosting fee includes
- The differences between hosting infrastructure vs website/application management
- What responsibilities fall on the hosting provider and what are the client's responsibilities

## **2. Service Description – Hosting Environment**

The monthly hosting fee provides access to a dedicated hosting container (VPS) within our cloud infrastructure.

### **2.1 Hosting Specifications**

Your dedicated hosting environment is configured to your individual hosting requirements, but will always include at least:

- 2 vCPU Cores
- 8GB RAM
- 50GB SSD Storage
- Dedicated bandwidth allocation
- Dedicated Static IP Address
- Full root-level isolation of your environment

Pricing and specs for your specific build will be provided to you by way of formal quotation upon request

### **2.2 Included Platform Features**

Your hosting container is deployed on our CWP hosting platform and includes:

- Web Application Firewall (WAF)
- ModSecurity (OWASP rule sets)
- FirewallD / CSF security rules
- Malware/attack detection modules
- Standard server logging and monitoring
- Automated service restarts if required
- Underlying infrastructure redundancy (compute/storage/network)
- AutoSSL for your website via lets encrypt

**Important:**

The fee covers **the hosting environment only**.

It does **not** include management of the OS, CWP updates, or management of the website contained within the hosting space.

### 3. Our Responsibilities

We are responsible for:

#### 3.1 Hosting Infrastructure

- Maintaining the availability of the VPS/container
- Ensuring allocated CPU, RAM and storage resources function as expected
- Keeping the WAF, ModSecurity and firewall rules active
- Basic service monitoring (e.g., if the server becomes unreachable)
- Maintaining the cloud infrastructure that runs the hosting environment

#### 3.2 What Is **Not** Included

The following items are **not** part of the hosting plan:

- Operating system patching or updates
- CWP updates or server stack upgrades (Apache, PHP, MariaDB, etc.)
- Proactive performance tuning
- Proactive security hardening beyond the standard baseline
- Website-level management or troubleshooting

#### 3.3 Support for Hosting-Level Requests

On request, we can assist with infrastructure-related changes such as:

- Changing PHP versions
- Modifying WAF/ModSecurity rules to support your application
- Increasing RAM/CPU/Storage
- Providing server access to your developers
- Adding IPs to the server whitelist/blacklist
- Restarting services if needed

Any work beyond standard hosting support may be billable at professional service rates.

Partnerships & Certifications



Microsoft  
Partner



CISCO  
Partner

ES&T Platinum Partner  
Australia



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#### 4. Client Responsibilities

The client (or their web developer) is responsible for:

##### 4.1 Website/Application Management

- Maintaining and updating the website codebase
- Updating plugins, themes, and CMS platforms (WordPress, Joomla, custom applications, etc.)
- Fixing bugs, errors, or functionality issues
- Ensuring secure coding practices
- Managing CMS admin access and permissions

##### 4.2 Website Security

The security of the site depends heavily on the website code itself.

The client/developer is responsible for:

- Applying updates to plugins, themes, and CMS
- Removing vulnerable/unused components
- Addressing vulnerabilities within the website code
- Securing admin accounts and enforcing good password hygiene
- Engaging specialists if the website is compromised

##### 4.3 Website Performance & Content

- Optimising caching, CDN usage, and performance settings
- Managing images, videos, and other content
- Optimising database queries and storage usage

#### 5. Out-of-Scope Services (May Attract Additional Fees)

##### 5.1 Server-Level Exclusions

These tasks fall outside the standard hosting fee:

- OS patching or updates
- CWP platform updates or control panel repairs
- Server stack upgrades (PHP-FPM, Apache, MariaDB, etc.)
- Performance tuning or optimisation
- Security hardening beyond default WAF/ModSecurity
- Incident response for server-level breaches

## 5.2 Website-Level Exclusions

The following are also out-of-scope:

- Debugging or fixing website issues
- Plugin/theme conflict resolution
- Malware removal or compromised-site recovery
- Restoring websites from backup unless due to server failure
- Code updates, website redesigns, or CMS repairs

We can provide these services at our professional services rate if required.

## 6. Summary

Your hosting plan provides:

- A dedicated 6-core, 16GB RAM, 150GB SSD VPS
- Standard CWP security tools (WAF, ModSecurity, firewalling)
- Basic service monitoring
- A reliable and secure environment for your website
- **Server OS and CWP updates are not included**
- **Website maintenance and security are the responsibility of the client or their developer**
- **Additional support outside the hosting environment may be chargeable**