

WORDPRESS PEACE OF MIND PLANS

Most popular

| Feature (details below) | Security Updates | Pro | Business | Corporate |
|-----------------------------------------|------------------|---------|----------|-----------|
| Security Plus | ✓ | ✓ | ✓ | ✓ |
| WordFence Secondary Firewall | ✓ | ✓ | ✓ | ✓ |
| WordFence Premium Firewall | - | ✓ | ✓ | ✓ |
| Bi-Weekly WordPress security updates | ✓ | ✓ | ✓ | ✓ |
| Askimet anti-spam WordPress add-on | ✓ | ✓ | ✓ | ✓ |
| Daily backups | ✓ | ✓ | ✓ | ✓ |
| Granular Restore available | ✓ | ✓ | ✓ | ✓ |
| Pro Service Level Agreement (SLA) | - | ✓ | ✓ | ✓ |
| Independent Uptime Monitoring | - | ✓ | ✓ | ✓ |
| Priority Response | - | 4 hours | 4 hours | 4 hours |
| Monthly Maintenance time included | - | - | 1 hour | 2 hours |
| Cost per Month, paid annually | \$29 | \$49 | \$119 | \$189 |
| Cost per Month, recurring (credit card) | \$34 | \$54 | \$129 | \$199 |

FEATURE DESCRIPTION AND BENEFITS

Bi-Weekly WordPress security updates

All Plans

The volume and intensity of attacks throughout the Internet has been growing exponentially during the past year. WordPress is used by 60% of all content managed websites on the Internet, which makes it a constant target. It and its plug-ins must be updated regularly just to stay ahead of the bad guys. Even multiple levels of firewall protection can't protect against every vulnerability left open in WordPress.

Every plan includes regular patches and upgrades of WordPress as they become available. Some specialized add-ons are not included. Please confirm with your Snap 360 representative.

Security Plus

All Plans

- Next-Generation, 1 Gbps Firewall: Intelligent Layered Security, including stateful packet inspection to proactively block DoS and DDoS attacks, viruses, spam, worms, spyware, trojans, SQL-injection, cross-site scripting, and blended threats without relying on signatures for true Zero Day protection.
- Target ports are also blocked and cloaked from hackers scanning for exploitation opportunities.
- Email anti-virus and spam filtering
- Servers, operating systems and software are hardened internally against intrusion.
- Microsoft updates and security patches kept current.
- Data on backup files and tapes is protected by AES-128 encryption.
- Your website files scanned weekly by enterprise-grade anti-virus software.

WordFence Secondary Firewall

All Plans

WordFence is the leading cyber security solution for WordPress, providing extra Anti-Virus and Firewall Protection for your WordPress website and tools to help recover from a hack.

Benefits:

- Includes a complete firewall
- Scans Core, Theme and Plugin Files
- Repairs Files
- Scans content for bad URLs
- Real-time traffic shows hackers
- Real-time view of crawlers
- Scans for known malware
- Scans for hundreds of backdoors
- Intelligently blocks networks
- Blocks fake Googlebots
- Blocks brute-force attacks
- Enforce strong passwords
- Check existing passwords
- Track IP's to their source
- Rate limit rogue crawlers
- Blocks IP's & manages blocks

Akismet anti-spam WordPress add-on

All Plans

We hate spam as much as you do. For that reason, we rely on Akismet to protect you from spam injections into your online comment forms.

Akismet is an advanced hosted anti-spam service aimed at thwarting the underbelly of the web. It efficiently processes and analyzes masses of data from millions of sites and communities in real time. To fight the latest and dirtiest tactics embraced by the world's most proficient spammers, it learns and evolves every single second of every single day.

Cost? Askimet is included in every maintenance plan at no extra charge.

Daily Backups

All Plans

Daily backups enable quick restore of any web pages, files or database.

Data backups are performed daily and securely encrypted via AES. We make every effort to ensure the reliability of this process. However, because of technical issues regarding backups on live servers and the possibility of data corruption on backup and restore, Snap 360 cannot guarantee any data can be fully restored. You will hold Snap 360 without penalty or liability for any claim resulting from a failed backup and/or restore procedure.

Granular Restore Available

All Plans

Prompt restores are available on request; typically \$50 per incident.

WordFence Firewall Upgrade

Pro, Business, Corporate

These advanced features build on the basic firewalls to further protect the integrity of your website.

- Cellphone Sign-in
- Advanced Comment Spam Filter
- Check if Site is *Spamvertized*
- Check if Site IP is Generating Spam
- Remote Scans
- Country Blocking
- Frequent, Scheduled Scans
- Premium Support
- Real-time Security Network

Independent Uptime Monitoring Pro, Business, Corporate

Your website monitored every 5 minutes from three locations in North America for uptime and performance. In the event of an outage, our technicians are alerted for immediate action.

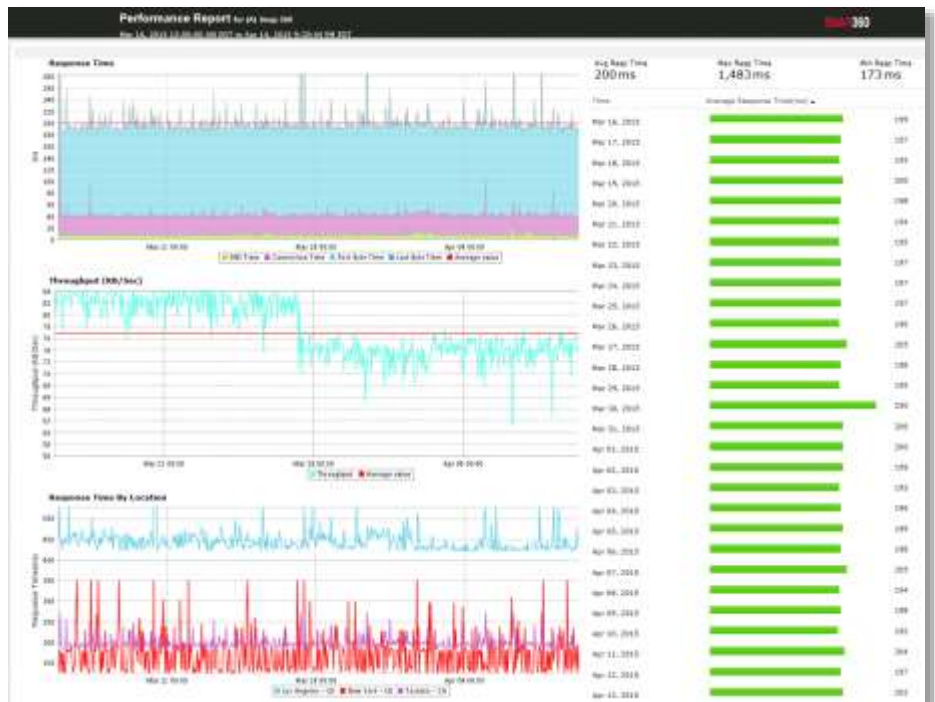
Check your own, real-time reports at any time. Monitor the past 30 days simply by logging into your website's back office.

Data drawn from independent monitoring service

Uptime Report



Performance Report



Pro Service Level Agreement (SLA)

Pro, Business, Corporate

HIGHLIGHTS - see document for full details.

Hosting

- Servers are monitored by Snap tech support 24/7/365 for optimal uptime and performance.
- Minimum 99% website uptime guaranteed. Actual will be higher.
- Data is backed up daily.

Customer Support

- Guaranteed customer support response time
- Regular customer support is available during business hours via:
 - Online ticket system: <https://support.snap360.ca>
 - Phone: (613) 967-9699
 - Email: support@snap360.ca

Priority Response

Pro, Business, Corporate

- When you need something updated or a problem resolved, you want it now. Why wait when you can be at the front of the line. 4 business-hour response time guaranteed! Please see SLA for details.
- Call in and/or post a support ticket anytime – <https://support.snap360.ca>

Monthly Maintenance Time Included

Business, Corporate

- Take advantage of discounted, pre-paid maintenance time with Pro (one hour) or Corporate Plans (two hours) per month, non-cumulative. Want more? Call us.
- Keep your website fresh and up to date at discounted rates to keep your costs down and predictable.
- Server and hosting maintenance are, of course, included with your hosting and do not accrue against your pre-paid maintenance time.