

1. Service Tiers

Our managed hosting is priced based on the allocated resources within our secure UK-resident platform. All prices exclude VAT.

Tier	Resources (vCPU / RAM / Disk)	Monthly Fee
Small	2 vCPU / 4GB RAM / 50GB SSD	£250
Medium	4 vCPU / 8GB RAM / 100GB SSD	£450
Large	8 vCPU / 16GB RAM / 200GB SSD	£850
Custom	Bespoke configurations	Quote provided

2. Support & Management

All tiers include **Full Management** by our UK-based, vetted engineering team (Greg and Matthew) as standard. This includes:

- 24/7 proactive infrastructure monitoring.
- Operating System patching and security hardening.
- Automated daily backups with 30-day retention.

3. Consultancy & Professional Services

Any additional technical work outside of the standard hosting management (such as complex application configuration or custom integrations) is charged according to our SFIA Rate Card.

- **Standard Business Hours:** 09:00 – 17:00, Monday to Friday.
- **Consultancy Rates:** From £750 to £2,000 per day depending on the required skill level.

4. Data Transfer & Connectivity

- **Inbound Data:** Unlimited (Free).

- **95th Percentile billing:** This provides a burstable 1Gbps port with 1Mbps included as standard. Additional sustained bandwidth is billed at £75.00 per Mbps, calculated monthly.
- **Connectivity:** 1Gbps burstable port as standard.

5. Additional Technical Details

- **Working Day:** 8 hours (exclusive of travel and lunch).
- **Location:** All data resides 100% within the UK
- **Insurance:** Professional Indemnity Insurance is included in all service fees.