



# Ongoing Service Packages

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**Last Updated: 07/02/2023**

## Contact Us

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## OSP Features

	<b>Bronze</b> £160.00 per year	<b>Silver</b> £230.00 per year	<b>Gold</b> £310.00 per year
1 Year of Website Hosting	✓	✓	✓
1 Domain Renewal	✓	✓	✓
SSL Certificate	✓	✓	✓
Website Health Check	✓	✓	✓
Basic Style and Layout Changes Provided By Us *	✓	✓	✓
Online, Phone and Email Support	✓	✓	✓
Fix Wordpress Errors	✓	✓	✓
Wordpress Core, Theme and Plugin Updates	✓	✓	✓
Backups	✓ Monthly	✓ Weekly	✓ Daily
Full Admin Access To Login and Add, Edit, or Remove Content Yourself	✗	✓	✓

Ongoing Search Engine Analysis and Optimisation	X	✓ Twice Yearly	✓ Quarterly
E-Commerce Support	X	✓	✓
Two-Factor Authentication Support	X	✓	✓
Website User Area Support	X	X	✓
Extended Changes Provided By Us *	X	X	✓
Uptime Monitoring	X	X	✓
Custom Developments Included	X	X	✓
Priority Support	X	X	✓
Face to Face Meetings	X	X	✓

\* All OSPs provide a limited number of ongoing alterations from ourselves during a package year. This is split into 'Basic' and 'Extended' changes and the alterations included depends on which package you choose. Regardless of which package you choose, this is only intended for small alterations and we reserve the right to charge an additional fee for more substantial changes or when a customer has used the feature beyond what we deem within the OSP.

See the following page for details of what is included in the Basic and Extended tiers.

## Basic

- Text colour changes
- Font changes
- Typos/text corrections
- Layout tweaks

## Extended

- All from basic
- Simple text alterations/additions
- Simple image alterations/additions