



## Hosting Service Level Agreement (SLA)

This Service Level Agreement (this "SLA") supplements the Terms of Service, and together such documents, and others referenced in the Terms of Service, form a binding agreement (the "Agreement") between Visual Net Design (hereinafter referred to as "VNDHost") and the County of Monterey, a political subdivision of the State of California, on behalf of Natividad Medical Center (hereinafter referred to as "Customer"). Terms defined in the Terms of Service will have the same meaning when used in this SLA.

This SLA covers the following elements of the Service:

- Server Uptime
- Persistent Storage
- Network Performance: Internal and External
- Load Balancing
- Cloud Storage
- Server Reboot
- Support Response Time
- Domain Name Services
- Physical Security
- 24 x 365 Engineering Support

This SLA does not apply to any feature of the Service not specifically identified in the SLA, or to any feature VNDhost identifies as "beta." If VNDhost chooses to provide SLA credits for beta features, such choice will not impose any obligation on VNDhost, and VNDhost may reverse such choice at any time.

**PAYMENTS BY Customer;** Customer shall pay VNDhost in accordance with the payment provisions set forth in Exhibit A, subject to the limitations set forth in this SLA. The total amount payable by Customer to VNDhost under this SLA shall not exceed the sum of \$33,988.

**TERM OF AGREEMENT;** the term of this Agreement is from May 1, 2018 through April 30, 2021 unless sooner terminated pursuant to the terms of this Agreement. This Agreement is of no force or effect until signed by both VNDhost and Customer and with Customer signing last and VNDhost may not commence work before Customer signs this Agreement.

**SCOPE OF SERVICES AND ADDITIONAL PROVISIONS/EXHIBITS;** the following attached exhibits are incorporated herein by reference and constitute a part of this Agreement:

**Exhibit A:** Scope of Services/Payment Provisions

### I. REMEDIES FOR SERVICE FAILURE

This SLA lists certain VNDhost standards for provision of the Service, and it offers Customer a 10x Service Credit (as defined below) for any failure to meet those standards. This SLA also lists several additional Service standards—standards of quality VNDhost



strives to meet, even though they're not guaranteed or subject to credits, and even though Customer might not notice any failure to meet some of them. These additional standards are listed alongside the credit standards below, for informational purposes only, to provide a sense of VNDhost's commitment to excellence. (Each listing of a standard below states whether it's a credit standard or an additional one.)

#### **A. 10X Guaranteed**

1. If the Service does not achieve the performance levels described in Parts II, IV, V, VI, XIII and X below ("**Failure**"), VNDhost shall provide Customer with a 10x Service Credit (as defined in Section A (2) below), pursuant to the provisions, requirements, and limitations of this SLA, including Parts XI through XIII.
2. A "10x Service Credit" is a credit equivalent to ten (10) times Customer's fees for the impacted Service feature for the duration of the Failure. (For example, where applicable: a Failure lasting seven (7) hours would result in credit of seventy (70) hours of free service for the feature in question; a Failure lasting fifteen (15) minutes would result in a 150-minute, or 2.5-hour, credit.) No credit will exceed one hundred percent (100%) of Customer's fees for the Service feature in question in the Customer's then current billing month. (For example, a 1 hour outage for a \$500/month server agreement would pay a credit for 10 hours of service.  $\$500/\text{month} / (744\text{hrs}/\text{month}) = \$0.672/\text{hour}$ . 10 hour credit = \$6.72)

#### **B. Limitations & Warranty Disclaimer**

The remedies set forth in this SLA are Customer's sole and exclusive remedies for any Failure or other failure of the Service, including without limitation for any breach of warranty, except as specifically set forth in the Agreement.

PERFORMANCE PURSUANT TO PART VII BELOW IS NOT GUARANTEED.

## **II. SERVER UPTIME**

Individual servers shall deliver 99.999% uptime as monitored within the VNDhost network by VNDhost monitoring systems (Server Uptime Guarantee). Only failures due to known VNDhost problems in the hardware and/ delivering individual servers constitute Failures and so only those Failures are covered by this Server Uptime Guarantee and this SLA. Examples of Failures include power interruptions, hardware problems such as failures to a hard drive or power supply or network card. Problems related in any way to the Customer server operating system or any other software on the customer server, or to the actions of Customers or third parties, do not constitute Failures and are not subject to any remedy defined herein.

Credits for this Part II shall be issued against the monthly service charge. Credit is calculated using the Customer's then-current rate for monthly hosting at the time of Failure. (Example: If a Customer is currently paying \$500.00 / month and experiences a



server failure for 1 hour, one credit of \$6.72 (10 x 0.672) shall be applied to the Customer's account.) A credit shall be issued for the period (i) starting when a Case (as defined below in Part V) is filed by Customer or by VNDhost support representatives and (ii) ending when the server returns to an online state.

### **III. PERSISTENT STORAGE**

VNDhost shall make reasonable efforts to insure that server storage is "persistent." In the event of hardware or software Failures as defined in Part II above, VNDhost shall return the Customer to pre-Failure state including restoring:

- Networking configuration such as public and private IP addresses and VLAN;
- Operating system and existing configuration;
- Application software as configured by Customer; and
- Data.

Furthermore, these efforts shall include supporting the Customer via telephone, chat or Email at the Customer's choosing.

(Example: in the event of a failure to a mother-board supporting a Customer server, the mother-board shall be replaced and the Server shall be returned to service, rebooted, with the same IP address, VLAN, networking configuration, operating system configuration, application software and data on the hard- drive.)

VNDhost shall provide resources required to recover Customer environments and data and must take responsibility of full restore from backup media.

### **IV. NETWORK PERFORMANCE**

VNDhost shall deliver 99.999% uptime for network performance as permitted by the nature of the internet. VNDhost has redundant network links to prevent outages but cannot prevent against natural disasters, high-level network attacks, or undersea cable cuts causing widespread network infrastructure outages.

#### **A. Limitations**

This SLA does not cover (without limitation): (a) network performance to Customer's physical location or internet access point (such as a local DSL/cable modem); or (b) failures due to denial of service attacks.

#### **B. Credits**

Credits for this Part IV shall be issued against prepaid Hosting fees. The credit is based only on the affected server, not a customer's total monthly fees.

The rate at which the credit is applied shall be equal to the prepaid Hosting fees



divided by 744 hours per month.

## **V. SUPPORT RESPONSE TIME**

- Business Hour Response Time: 30minutes
- After Hours Response time - Emergency/Outage: 2 hours
- After Hours Response time - Change Request: 24 hours

A tracking number shall automatically be provided to Customer promptly after opening of the Case, and a human support engineer shall review the support request within the timeframe listed above. VNDhost may reclassify any Case misclassified as falling into one of the EMERGENCY categories listed above, and such Case will not qualify for EMERGENCY treatment. Resolution and repair times vary, and this SLA does not address them.

## **VI. DOMAIN NAME SERVICES**

Primary DNS availability: 99.999%

"DNS" means domain name server. A period of DNS failure is any time during which 99.999% of VNDhost's Domain Name Servers simultaneously fail to respond to requests for name resolution. This SLA does not guarantee propagation of DNS data across the Internet or the hosting of secondary DNS service for Customer's primary domain in another location.

## **VII. PHYSICAL SECURITY**

VNDhost shall ensure the presence of a professional security plan in the computer server hosting facilities at all times to enforce VNDhost's security policies. This plan includes access control doors (magswipe with proximity cards), alarm systems, and surveillance cameras with remote viewing and recording capabilities.

Pursuant to this policy, VNDhost does not allow customer access to the data center except under certain extreme circumstances and when escorted by a VNDhost Employee. Not all VNDhost employees have datacenter access. When entering the data center escorted by a VNDhost employee you will be required to be logged in our visitors log and your legal photo ID will be photocopied for our records.

## **VIII. 24 x 365 ENGINEERING SUPPORT**

24 x 365 Engineering Support

VNDhost provides 24/7 support by phone for emergency situations (As defined in section VI). Not all issues will be addressed after business hours (8:00am-5pm CST). Support tickets submitted by email will not be addressed after-hours unless they are opened by a phone call.



## IX. CREDIT REQUIREMENTS

The following are required for credits:

- A. Customer must open a support case (a "Case") during the Failure in question. Customer will open all Cases through the Customer Portal or by emailing a ticket to [vndhost@vndx.com](mailto:vndhost@vndx.com). In opening a Case, Customer will provide complete information regarding the nature of the problem, including any information reasonably necessary for diagnosis and correction, by following the Case opening procedures at the Customer Portal. However, at VNDhost's sole discretion, a VNDhost representative may open a Case for Customer, without use of the Customer Portal, and Customer will provide all information required in the preceding sentence to the support representative
- B. Customer must provide VNDhost with accurate and complete designated points of contact, using the Customer Portal.
- C. Customer must request any credits by accurately completing the automated SLA Credit Request process online at the Customer Portal within thirty (30) days of the start of the Failure.

## X. CREDIT LIMITATIONS

- A. The minimum period of Failure eligible for a credit is 15 minutes, and shorter periods will not be aggregated. The maximum credit for any single Failure is one month's Service fees. In the event that multiple periods of Failure overlap in time, credits will not be aggregated, and Customer shall receive credit only for the longest such period of Failure. VNDhost is not required to issue multiple credits for a single incident; in the event that a single incident calls for credits pursuant to multiple Parts of this SLA, VNDhost may decide, in its sole discretion, which credits to award. The period of Failure for Server Uptime, Network Performance and Domain Name Services begins when Customer opens a Case and ends when the Failure is remedied.
- B. In the event that credits for any calendar month exceed 25% of VNDhost's revenues for such period, VNDhost may reduce and pro-rate the value of credits given to all Customers for such period so that the aggregate credit given to all Customers does not exceed 25% of revenues. As used in the previous sentence, "VNDhost's revenues" and "all Customers" refer to revenues and customers from Internet hosting services sold under the "VNDhost" brand, and not to revenues or customers from any other business unit operating under another name or providing services other than or in addition to Internet hosting. VNDhost may employ such accounting procedures as it chooses in calculating revenues, in its sole discretion, and nothing herein will be construed to require that VNDhost disclose non-public information about its finances to Customer or to any party.



- C. Credits available pursuant to this SLA apply only to future service delivery. VNDhost is not required to provide refunds pursuant to this SLA. If Customer retains a credit balance on termination of the account in question, such credit is forfeited. Notwithstanding the foregoing, credits shall not be applied against fees for professional services, bundled support, or setup fees
- D. Notwithstanding any provision to the contrary in this SLA, the following do not constitute Failures: (1) downtime during scheduled maintenance or Emergency Maintenance (as defined below) periods; (2) outages caused by hackers, sabotage, viruses, worms, or other third party wrongful actions; (3) DNS issues outside of VNDhost's control; (4) outages resulting from Internet anomalies outside of VNDhost's control; (5) outages resulting from fires, explosions, or force majeure; (6) outages to the Customer Portal, and (7) failures during a "beta" period. "**Emergency Maintenance**" refers to any corrective action intended to remedy conditions likely to cause severe Service degradation, as designated by VNDhost in its sole discretion. Emergency Maintenance may include but is not limited to actions intended to address hardware or software failures or viruses/worms. VNDhost will exercise reasonable efforts to inform Customer in advance before interrupting the Service for Emergency or Scheduled Maintenance, but such notice is not guaranteed and failure thereof does not constitute Failure. Scheduled Maintenances shall only be performed during off peak hours.

## XI. TERMS OF SERVICE / THE AGREEMENT

Terms defined in the Agreement shall have the same meaning when used in this SLA. In the event of any conflict between this SLA and the Agreement, the Agreement shall govern.

## XII. PAYMENT CONDITIONS

- A. Prices shall remain firm for the initial term of the SLA and, thereafter, may be adjusted annually as provided herein. Customer does not guarantee any minimum or maximum amount of dollars to be spent under this SLA.
- B. Negotiations for rate changes shall be commenced, by VNDhost, a minimum of ninety days (90) prior to the expiration of the SLA. Rate changes are not binding unless mutually agreed upon in writing by Customer and VNDhost.
- C. VNDhost shall submit to the Contract Administrator an invoice on a form acceptable to Customer. If not otherwise specified, VNDhost may submit such invoice periodically or at the completion of services, but in any event, not later than 30 days after completion of services. The invoice shall set forth the amounts claimed by VNDhost for the previous period, together with an itemized basis for Administrator or his or her designee shall certify the invoice, either in the requested amount or in such other amount as Customer approves in conformity with this SLA, and shall promptly submit such invoice to the County Auditor-Controller for payment. The



County Auditor-Controller shall pay the amount certified within 30 days of receiving the certified invoice.

- D. VNDhost shall not receive reimbursement for travel expenses unless set forth in this SLA.

### **XIII. TERMINATION**

- A. Termination based on Written Notice: During the term of this SLA, Customer may terminate the Agreement for any reason by giving written notice of termination to the VNDhost at least thirty (30) days prior to the effective date of termination. Such notice shall set forth the effective date of termination. In the event of such termination, the amount payable under this SLA shall be reduced in proportion to the services provided prior to the date of termination.
- B. Termination for Good Cause: Customer may cancel and terminate this Agreement for good cause effective immediately upon written notice to VNDhost. "Good cause" includes the failure of VNDhost to perform the required services at the time and in the manner provided under this SLA. If Customer terminates this SLA for good cause, Customer may be relieved of the payment of any consideration to VNDhost, and Customer may proceed with the work in any manner, which Customer deems proper. The cost to Customer shall be deducted from any sum due to VNDhost under this SLA.
- C. Termination for Lack of Government Funding: Customer's payments to VNDhost under this SLA are funded by local, state and federal governments. If funds from local, state and federal sources are not obtained and continued at a level sufficient to allow for Customer's purchase of the indicated quantity of services, then Customer may give written notice of this fact to VNDhost, and the obligations of the parties under this SLA shall terminate immediately, or on such date thereafter, as Customer may specify in its notice, unless in the meanwhile the parties enter into a written amendment modifying this SLA.

### **XIV. INDEMNIFICATION**

- A. VNDhost shall indemnify, defend, and hold harmless Customer (hereinafter "County"), its officers, agents and employees from any claim, liability, loss injury or damage arising out of, or in connection with, performance of this SLA by VNDhost and/or its agents, employees or sub-contractors, excepting only loss, injury or damage caused by the negligence or willful misconduct of personnel employed by the County. It is the intent of the parties to this SLA to provide the broadest possible coverage for the County. VNDhost shall reimburse the County for all costs, attorneys' fees, expenses and liabilities incurred with respect to any litigation in which VNDhost is obligated to indemnify, defend and hold harmless the County under this SLA.

### **XV. INSURANCE**

- A. Evidence of Coverage:



Prior to commencement of this Agreement, the VNDhost shall provide a “Certificate of Insurance” certifying that coverage as required herein has been obtained. Individual endorsements executed by the insurance carrier shall accompany the certificate. In addition, the VNDhost upon request shall provide a certified copy of the policy or policies.

This verification of coverage shall be sent to Customer’s Contracts/Purchasing Department, unless otherwise directed. VNDhost shall not receive a “Notice to Proceed” with the work under this Agreement until it has obtained all insurance required and Customer has approved such insurance. This approval of insurance shall neither relieve nor decrease the liability of VNDhost.

B. Qualifying Insurers: All coverage’s except surety, shall be issued by companies which hold a current policy holder’s alphabetic and financial size category rating of not less than A-VII, according to the current Best’s Key Rating Guide or a company of equal financial stability that is approved by Customer’s Contracts/Purchasing Director.

C. Insurance Coverage Requirements: Without limiting VNDhost’s duty to indemnify, VNDhost shall maintain in effect throughout the term of this Agreement a policy or policies of insurance with the following minimum limits of liability:

D. Commercial General Liability Insurance, including but not limited to premises and operations, including coverage for Bodily Injury and Property Damage, Personal Injury, Contractual Liability, Broad form Property Damage, Independent VNDhosts, Products and Completed Operations, with a combined single limit for Bodily Injury and Property Damage of not less than \$1,000,000 per occurrence.

*(Note: any proposed modifications to these general liability insurance requirements shall be attached as an Exhibit hereto, and the section(s) above that are proposed as not applicable shall be lined out in blue ink. All proposed modifications are subject to County approval.)*

Exemption/Modification (Justification attached; subject to approval)

E. Business Automobile Liability Insurance, covering all motor vehicles, including owned, leased, non-owned, and hired vehicles, used in providing services under this Agreement, with a combined single limit for Bodily Injury and Property Damage of not less than \$500,000 per occurrence.

*(Note: any proposed modifications to these general liability insurance requirements shall be attached as an Exhibit hereto, and the section(s) above that are proposed as not applicable shall be lined out in blue ink. All proposed modifications are subject to County approval.)*





Exemption/Modification (Justification attached; subject to approval)

F. Workers' Compensation Insurance, If VNDhost employs other in the performance of this Agreement, in accordance with California Labor Code section 3700 and with Employer's Liability limits not less than \$1,000,000 each person, \$1,000,000 each accident and \$1,000,000 each disease.

*(Note: any proposed modifications to these general liability insurance requirements shall be attached as an Exhibit hereto, and the section(s) above that are proposed as not applicable shall be lined out in blue ink. All proposed modifications are subject to County approval.)*

Exemption/Modification (Justification attached; subject to approval)

G. Professional Liability Insurance, if required for the professional services being provided, (e.g., those persons authorized by a license to engage in a business or profession regulated by the California Business and Professions Code), in the amount of not less than \$1,000,000 per claim and \$2,000,000 in the aggregate, to cover liability for malpractice or errors or omissions made in the course of rendering professional services. If professional liability insurance is written on a "claims-made" basis rather than an occurrence basis, VNDhost shall, upon the expiration or earlier termination of this Agreement, obtain extended reporting coverage ("tail coverage") with the same liability limits. Any such tail coverage shall continue for at least three years following the expiration or earlier termination of this Agreement.

*(Note: any proposed modifications to these general liability insurance requirements shall be attached as an Exhibit hereto, and the section(s) above that are proposed as not applicable shall be lined out in blue ink. All proposed modifications are subject to County approval.)*

Exemption/Modification (Justification attached; subject to approval)

H. Other Insurance Requirements

1. All insurance required by this Agreement shall be with a company acceptable to Customer and issued and executed by an admitted insurer authorized to transact insurance business in the State of California. Unless otherwise specified by this Agreement, all such insurance shall be written on an occurrence basis, or, if the policy is not written on an occurrence basis, such policy with the coverage required herein shall continue in effect for a period of three years following the date VNDhost completes its performance of services under this Agreement.
2. Each liability policy shall provide that Customer shall be given notice in writing at least thirty days in advance of any endorsed reduction in coverage or limit, cancellation, or intended non-renewal thereof. Each policy shall provide coverage for VNDhost and additional insured with respect to claims arising from each



subcontractor, if any, performing work under this Agreement, or be accompanied by a certificate of insurance from each subcontractor showing each subcontractor has identical insurance coverage to the above requirements.

3. **Commercial general liability and automobile liability policies shall provide an endorsement naming the County of Monterey, its officers, agents, and employees as Additional insureds** with respect to liability arising out of the Contractor's work, including ongoing and completed operations, **and shall further provide that such insurance is primary insurance to any insurance or self-insurance maintained by the County and that the insurance of the Additional Insureds shall not be called upon to contribute to a loss covered by the Contractor's insurance.**
4. Prior to the execution of this Agreement by Customer, VNDhost shall file certificates of insurance with Customer's Contracts/Purchasing Department, showing that VNDhost has in effect the insurance required by this Agreement. VNDhost shall file a new or amended certificate of insurance within five calendar days after any change is made in any insurance policy, which would alter the information on the certificate then on file. Acceptance or approval of insurance shall in no way modify or change the indemnification clause in this Agreement, which shall continue in full force and effect.
5. VNDhost shall at all times during the term of this Agreement maintain in force the insurance coverage required under this Agreement and shall send, without demand by Customer, annual certificates to Customer's Contracts/Purchasing Department. If the certificate is not received by the expiration date, Customer shall notify VNDhost and VNDhost shall have five calendar days to send in the certificate, evidencing no lapse in coverage during the interim. Failure by VNDhost to maintain such insurance is a default of this Agreement, which entitles Customer, at its sole discretion, to terminate the Agreement immediately.

**XVI. Governing Law.** This SLA shall be governed by and interpreted under the laws of the State of California.

*~~Signature Page to follow~~*



NATIVIDAD MEDICAL CENTER

By:   
Gary R. Gray, DO, CEO

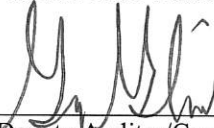
Date: 5/1/18

**APPROVED AS TO LEGAL PROVISIONS**

By:   
Monterey County Deputy County Counsel

Date: April 26, 2018

**APPROVED AS TO FISCAL PROVISIONS**

By:   
Monterey County Deputy Auditor/Controller

Date: 4/29/18

VISUAL NET DESIGN

Manuel Oblitas

By: \_\_\_\_\_  
*Print Name*

Signature: 

DATE: 05/02/18



VISUAL NET DESIGN

Natividad Medical Center  
Natividad Medical Center - Hosting

Exhibit A Scope of Services/Payment Provisions

Web Design | Custom Programming | Networking  
Corporate Branding | IT Services | Search Engine Optimization  
Dedicated and Shared Hosting



	<p>hand.</p> <p>VND manages your backup to insure continuity of your files in case of disaster or emergency, making your backups one less thing to worry about.</p> <p>Features:</p> <ul style="list-style-type: none"> <li>• Restore your business files quickly, from the local copy or the cloud as needed</li> <li>• Works over wireless, wired and cellular networks</li> <li>• Fully automated and monitored backup solution</li> <li>• Fully encrypted - Data is secured before transmission to protect your business important files from any prying eyes</li> <li>• Cross platform - Runs on Windows, Mac, Linux, and Solaris</li>   <li>• Unlimited Cloud storage</li> <li>• 1tb Local cache of data for fast restore</li> <li>• RPO: Defaults: every 12 hours backup, RTO: 24 hours. Modified depending on RTO.</li> </ul>	
<p>Dedicated Server Failover</p>	<p>Failover Server Web/Db Failover</p> <p>Dedicated Server Pro</p> <ul style="list-style-type: none"> <li>» Operating System: CentOS 7</li> <li>» Additional IPs: 0      \$0.00 USD</li> <li>» CPUs: Dual Quad-Core Xeon 2.5G+</li> <li>» RAM: 16 GB    \$20.00 USD</li> <li>» Raid: Raid 1 [2 Drives]</li> <li>» Hard Drive 0: 250GB SSD</li> <li>» Hard Drive 1: 250GB SSD</li> <li>» Hard Drive 2: -Not Specified-</li> <li>» Hard Drive 3: -Not Specified-</li> <li>» Control Panel: Virtualmin Linux</li> <li>» Management: -Default-</li> <li>• Access using SSH or Virtualmin</li> <li>• Server management and support from VND*</li> </ul>	<p>Setup Fee: \$315.00 one time</p> <p>(1 units X \$315.00) = \$315.00/MO</p>
<p>Failover Config Labor</p>	<p>Labor to Setup DB/Files sync &amp; Dual-Master using our custom failover technology.</p>	<p>Setup Fee: \$400.00 one time</p>
<p>Premium Wordpress Maintenance</p>	<p>Domain: Natividad Intranet</p> <p>Services:</p> <ol style="list-style-type: none"> <li>1. Daily Back Ups</li> <li>2. Website firewall (Sucuri). This prevents attacks due to security holes or hack attempts. We provide security and malware scans on live traffic. Sucuri monitors your WordPress site for malware, file changes, SQL injections, and more. It also protects your website against DDoS and brute force attacks. In addition, it speeds up your</li> </ol>	<p>(1 units X \$120.00) = \$120.00/MO</p>



	<p>website with a CDN (content delivery network) as your static web files are cached on multiple servers all over the world.</p> <ol style="list-style-type: none"> <li>3. Uptime Monitoring 24/7</li> <li>4. WordPress/plugin updates. VND will also perform on demand security hole patching if WordPress releases an emergency hot fix outside in between our regular monthly scheduled updates. VND constantly monitors WPs news for latest threats and will execute updates outside of the monthly scheduled check if required.</li> <li>5. Support (email &amp; phone)</li> <li>6. Monthly report (Backup status, downtime, updates, security issues, etc...)</li> <li>7. Monthly Google Analytics report (Total visits/month)</li> <li>8. Performance Monitoring (bandwidth, CPU and server resources)</li> <li>9. Site consistency automated report: Broken links and spelling report.</li> </ol> <p>Security Note: Site protected by access security and authentication based on Natividad's Active Directory user credentials.</p>	
<p>Premium Wordpress Maintenance</p>	<p>Domain: Natividad.com</p> <p>Services:</p> <ol style="list-style-type: none"> <li>1. Daily Back Ups</li> <li>2. Website firewall (Sucuri). This prevents attacks due to security holes or hack attempts. We provide security and malware scans on live traffic. Sucuri monitors your WordPress site for malware, file changes, SQL injections, and more. It also protects your website against DDoS and brute force attacks. In addition, it speeds up your website with a CDN (content delivery network) as your static web files are cached on multiple servers all over the world.</li> <li>3. Uptime Monitoring 24/7</li> <li>4. WordPress/plugin updates. VND will also perform on demand security hole patching if WordPress releases an emergency hot fix outside in between our regular monthly scheduled updates. VND constantly monitors WPs news for latest threats and will execute updates outside of the monthly scheduled check if required.</li> <li>5. Support (email &amp; phone)</li> <li>6. Monthly report (Backup status, downtime, updates, security issues, etc...)</li> <li>7. Monthly Google Analytics report (Total visits/month)</li> <li>8. Performance Monitoring (bandwidth, CPU and server resources)</li> <li>9. Site consistency automated report: Broken links and spelling report.</li> </ol>	<p>(1 units X \$120.00) = \$120.00/MO</p>
<p>Total One-time Setup Fees</p>		<p>\$1,030.00</p>
<p>Total Monthly Fees</p>		<p>\$910.00</p>



### Section III – Summary

a) Annual Recurring components:

- 1) **SSL Certificate Single Domain Managed \$99.00 - (1 units x \$99.00) = \$99.00**
- 2) **SSL Certificate Single Domain Managed \$99.00 - (1 units x \$99.00) = \$99.00**

b) Monthly Recurring components\*\*:

- 1) **Yes ( x ) No ( ) – Managed Dedicated Server – Setup Fee: \$315.00 one time & (1 units X \$315.00) = \$315.00/MO**
- 2) **Yes ( x ) No ( ) – Managed Cloud backup – (1 units X \$40.00) = \$40.00/MO**
- 3) **Yes ( x ) No ( ) – Dedicated Server Failover – Setup Fee: \$315.00 one time & (1 units X \$315.00) = \$315.00/MO**
- 4) **Yes ( x ) No ( ) – Failover Config Labor – Setup Fee: \$400.00 one time & \$0.00/MO**
- 5) **Yes ( x ) No ( ) - Premium Wordpress Maintenance - (1 units X \$120.00) = \$120.00/MO**
- 6) **Yes ( x ) No ( ) - Premium Wordpress Maintenance - (1 units X \$120.00) = \$120.00/MO**

c) Totals:

Annual Recurring Total:  
**\$198.00**  
Setup Fees One time:  
**\$1,030.00**  
Monthly Recurring Total:  
**\$910.00**

**Domain Name:**

- 1. **Natividad Site: <http://www.natividad.com/>**
- 2. **Natividad Intranet**

### SECTION IV - DEFINITIONS

\* Server management and support from VND. This ensures the following are performed:

- Firewalls in place to allow only preapproved remote access managed by VND.
- Ensures changes in security policies are tracked.
- Monitoring of bandwidth spikes to track down abusers and DDOS attacks which are blocked on our Edge routers.
- Monitoring of Uptime via our monitoring systems.

\*\* Some Monthly Recurring components have additional One Time Setup fees as specified in this document.

\*\*\*Free Installation only applicable for VND provided SSLs. Third party SSLs from other registry authorities may be subject to other labor charge not defined in this document.