

## Service Plans

### Baseline (no plan):

- \$150 / hr
- 36 hr Guaranteed Response time
- No Guaranteed Availability
- Security updates on request at the above stated hourly rate

### All plans include:

- Discounted rates for included hours, as well as additional hours purchased
- Guaranteed Response Times \*
- Guaranteed Availability for the plan hours purchased \*\*
- Proactive monitoring of available security updates
- Deployment of security updates when applicable for Drupal core and contributed modules \*\*\*
- Secure off-site storage of website files in a GIT versioned repository
- Scheduled (daily) Database Backups
- Continuous uptime monitoring (2 minute interval checks)
- Rehab Creative-hosted development environment and automated deployment workflows

Plan	Price/mo	Hourly Rate	Hours	Response Time (hrs)
<b>Standard</b>	\$1500	\$125	12	4
<b>Premium</b>	\$3300	\$110	30	2
<b>Jumbo</b>	\$6000	\$100	60	2

Custom plans are available if the allotments above are not a match for your specific needs.

### The Fine Print

\* Guaranteed response times are based on our business hours of operation, 9am – 6pm Mountain Time, Monday through Friday, excluding holidays. For example, if guaranteed response time is 4 hours, and a request is placed at 10am on a business day, you will receive a response from us no later than 2pm the same day.

\*\* Guaranteed availability applies only to the hours included in your plan. We will make every effort to accommodate requests exceeding plan hours, and will be able to in most cases, but cannot guarantee them.

\*\*\* All security updates and patches will be made to Drupal core and maintained contributed modules. If a previous development shop utilized custom modules and/or hacks to Drupal core code, we will make a best effort attempt to apply all possible security updates, but cannot guarantee success or stability of these scenarios in particular.