



# support plans.

standard client	basic plan \$100.00/month OR \$1000.00/year	business plan \$600.00/month OR \$6000.00/year
\$150.00/hr	\$150.00/hr	DISCOUNTED RATE \$135.00/hr for all projects
72 HOUR TURN AROUND TIME ON REQUESTS*	priority ticket support* 24 HOUR TURN AROUND TIME ON REQUESTS	
	Periodic CMS & Plugin Updates**	
	Online Interactive Dashboard Reporting Portal	
	1 hour of support (Graphic Design, Web or Online Marketing)***	5 hours of support (Graphic Design, Web or Online Marketing)***
	5GB Hosting Plan See more info at <a href="https://digitalunion.com.au/hosting">digitalunion.com.au/hosting</a>	
	Half Yearly management meeting to discuss your website's performance	Quarterly management meeting to discuss your website's performance
	Polls Module 30 Days of Video Recording 30 Days of Heat Maps	Online Chat Module Polls Module 30 Days of Video Recording 30 Days of Heat Maps Live Visitor Videos Form Analytics

\* Replying to requests does not factor in the work being completed.

\*\* Any issues encountered when performing maintenance that are out of Digital Union's control will be quoted and billed separately.  
Time required for CMS & Plugin updates are taken from the allocated hours in your package.

\*\*\* Monthly hours expire at the end of the month and do not roll over.

NOTE: All prices are excluding GST. All periods are non-refundable.

All features are applicable for one domain only. Contact Digital Union if you require features on more than one domain.



# hosting plans.

basic hosting \$100.00/year	5GB hosting \$200.00/year	15GB hosting \$600.00/year	managed CMS \$500.00/year
<b>1GB</b> WEB SPACE	<b>5GB</b> WEB SPACE	<b>15GB</b> WEB SPACE	<b>5GB</b> WEB SPACE
10GB traffic P/M	100GB traffic P/M	200GB traffic P/M	periodic CMS plugin updates*
1 domain	5 domains	15 domains	online interactive dashboard
No databases	5 databases	15 databases	reporting portal + all items from 5GB plan
Unlimited email addresses & 7 days of incremental backups			
Add \$200.00 a year for a SSL Certificate & a Dedicated IP			
Add \$500/year for each third party hosting service (i.e. solr, coldfusion, ruby on rails)			
<b>additional hosting services</b>			
\$50.00 for a .com or a .com.au domain name (registered for 2 years)			
\$200.00 for a website migration to Digital Union (per domain)			
\$100.00 for an email migration to Digital Union (per email address/mailbox)			
\$150.00 to restore an account from a backup			
\$50.00/year for DNS hosting (per domain)			

\* Any issues encountered when performing maintenance that are out of Digital Union's control will be quoted and billed separately.

NOTE: All prices are excluding GST. All periods are non-refundable.



# app hosting.

app hosting \$500.00/year	app hosting plus \$1,000.00/year	augmented reality hosting \$2,000.00/year
<b>5GB</b> HOSTING PLAN	<b>5GB</b> HOSTING PLAN	<b>5GB</b> HOSTING PLAN
push notifications		
online interactive dashboard reporting portal		
ability to update app content through backend portal & periodic portal backend updates		
support documentation, advanced analytics and statistics & weekly email reports		
		50 cloud based images (changeable at anytime)
half yearly management meeting to discuss your apps performance	quarterly management meeting to discuss your apps performance	quarterly management meeting to discuss your apps performance
	1 hour of support (Graphic Design, Web or Online Marketing)**	2 hours of support (Graphic Design, Web or Online Marketing)**
	responsive/mobile optimised promotional website	responsive/mobile optimised promotional website
<b>additional app hosting services</b>		
\$500.00/year for an additional 50 cloud based images ***		
\$400.00/year for 15GB hosting plan		
\$200.00/year for SSL certificate & dedicated IP		

\* Any issues encountered when performing maintenance that are out of Digital Union's control will be quoted and billed separately.

\*\* Monthly hours expire at the end of the month and do not roll over.

\*\*\* Only available on Augmented Reality App Hosting Package. Only 50 additional images are permitted. If you need more images, we can provide a custom quote.

NOTE: All prices are excluding GST. All periods are non-refundable.