

Web Hosting & Ongoing Support

Would you like to get started with your Copilot Care package? [Contact us](#) or [purchase your plan now](#).

Plan Features	Copilot Care Foundation Plan	Copilot Care Advanced Plan
MONTHLY COST	\$90	\$165
Fast, Secure & Carbon Negative Dedicated WordPress Hosting	Included	Included
Level 1 Support Time*	1.5 hrs (renews monthly)	4 hrs (renews monthly)
Level 2 Support Time Available on a Time & Materials Basis for Special Projects	X	X
24/7 Email Support	X	X
Detailed Task Reporting	X	X
Remote Cloud Backups	X	X
Website Speed Optimization	X	X
WordPress Core, Plugin & Theme Updates**	X	X
24/7 Uptime Monitoring & Reporting***	X	X
Server-side Security Scanning & Malware Removal	X	X
WAF (Website Application Firewall)	X	X
SSL Certificate	X	X
Sienna Accessibility Toolbar****	X	X
MFA/2FA Authentication	X	X
DNS Hosting with Cloudflare	X	X

*At Copilot, we are here to support you with whatever your needs may be. You may use your Level 1 Support Time for technical issues with the website, training, or even content edits you don't have time to do, like changing menus, adding page content or blog entries. Our busy clients appreciate having this extra support and flexibility! Level 2 Support Time is also available on a time and materials basis for larger project-based changes that will take over 90 minutes in a month to complete.

**Your website may be using third-party proprietary subscription-based plugins, and your licenses may need to be renewed periodically. Although we will send you reminders about these renewals, you will be responsible for keeping product licenses up to date. We can do the technical work; you just need to keep your license current!

***99% server uptime guaranteed

****The Sienna accessibility widget is a lightning fast, SEO and user-friendly addition that can increase accessibility for people with visual and cognitive impairments on your website. However, no add-on or widget alone is enough to make your website WCAG 2.1 AA compliant on its own. Clients who are creating a new website will receive our best techniques and training for ensuring compliance as a part of the web development process. Additional project-based assistance is available for clients who seek support after creating their website with a different vendor to increase the compliance of your website upon request.

Note: In addition to the benefits included in your Copilot Care package, our agency will also be available for any new project needs, consulting sessions, graphic design support, and improvements requested as your needs evolve over time as a part of our Level 2 support option. You no longer have to navigate the digital landscape alone – you've got a Copilot.