

WordPress Support Contracts

Protect and Enhance your WordPress site with a tailored support contract from Pingala Media.
We keep your site fast and secure while you do what you do best - run your business.

Features	Level 1	Level 2	Level 3
• 99.99% Uptime Guarantee	✓	✓	✓
• Daily Backups	✓	✓	✓
• Proactive Server Support	✓	✓	✓
• Server Updates	✓	✓	✓
• Core Updates	✗	✓	✓
• Theme Updates	✗	✓	✓
• Plugin Updates	✗	✓	✓
• Uptime Monitoring	✗	✓	✓
• SEO Ranking Monitoring	✗	✓	✓
• Performance Monitoring	✗	✓	✓
• WordPress Portal Access	✗	✓	✓
• Quarterly Browser Testing	✗	✓	✓
• FREE post-update fixes	✗	✓	✓
• Link Checking*	✗	✗	✓
• Contact Form Testing*	✗	✗	✓
• WooCommerce Order Tests*	✗	✗	✓
	Included with Hosting	£60/mo	£90/mo

* Setup fees apply. Please speak to your account manager at Pingala Media to confirm these costs.

Additional Costs	Level 1	Level 2	Level 3
• Setup (One off)	N/A	£210	£350
• Basic Reports	N/A	Free	Free
• Advanced Reporting	N/A	N/A	£240/ea

The WordPress Management Portal

