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## Burgess Hosting FAQ

updated 3/20/2019

Q: How does pricing work?

A: Our plans are available in monthly and annual blocks, and begin at \$179.40 annually (\$14.95 per month). Additional features (such as databases), and additional resources beyond what is included in the basic package (such as disk space) may increase the monthly price.

*A complete price schedule is available at [www.burgess technologyservices.com/business-it-support-services/maine-web-hosting/](http://www.burgess technologyservices.com/business-it-support-services/maine-web-hosting/).*

Q: How does the Burgess support agreement work?

A: Our support plan is as follows:

1. Support is available during regular business hours, 9:00am-5:00pm Monday – Friday. Support is not available on New Year’s Day, Memorial Day, the Fourth of July, Labor day, Thanksgiving, the day after Thanksgiving, and Christmas. (Please inquire should you be interested in premium support coverage).
2. It will never cost you money to report a problem or make a request. Burgess will respond by checking the status of your site and reproducing a problem, if necessary; determining whether the support is included in your monthly hosting fee; and then offering our best ideas towards a solution.
3. In the event that we are not available to take your call personally, we will respond as quickly as possible, or at most within 1 business day. This does not mean that all problems can be resolved within one business day.
4. Some support is included with your hosting. This includes support related to making sure that your site is online, that your FTP is accessible, and that your site statistics are available. There is also no charge for looking up or resetting passwords, restarting a website or other service, compacting a database, or reviewing your configuration.
5. All other support is not included in the monthly hosting fee, and will be charged at Burgess’s current rates. This includes “bugs” or unexpected behavior from interactive websites, design changes, etc.
6. In the event that it is necessary to restore from a weekly backup to recover an old version of your site, we will charge for our time to obtain and deliver the requested files.

Q: How do storage and transfer limits work?

A: Your hosting account will have a monthly limit on disk storage and data transfer. Disk storage includes all space used for web hosting, ftp, etc. Burgess will review your usage limits quarterly. If your account has exceeded a resource limit, we bill you for the overage as described in our current fee schedule. We will not disable your site due to an overage during the quarter, since your hosting agreement includes your intent to pay for resources used.

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If disk space is the problem, you can use FTP to clean up your file area or you can work with Burgess or a third party to archive old materials. Archival services are not included in your hosting plan. At this time you may want to increase the storage included with your hosting package.

If data transfer is the problem, this means there is lots of activity on your site, which can be a *good* problem. At this time you may want to review your hosting package – if the extra traffic is not seasonal.

Q: What if someone else designed my site, but I want to use Burgess Hosting?

A: No problem. We host many websites for customers who use Burgess Technology Services for networking or other services, but use other local providers for web design. We are open to anyone who needs quality Windows or Linux hosting.