

Rates effective from 1st April, 2024.

Hours	Monthly Excess hours billed via DD at end of month			Upfront			PAYG
	25	50	100	100	200	500	1
Hours	25	50	100	100	200	500	1
Hourly Rate	£130	£125	£120	£135	£130	£120	£200
Cost	£3,250	£6,250	£12,000	£13,500	£26,000	£60,000	£200
Response Time (Working Days)	1						3
Out of Hours Support*	✓						-
Priority Support	✓						-
Account Manager	✓						-
Billing Increment	15 Mins						1 Hour
Validity of Hours	1 Year						1 Month
Min Commitment	12m	6m	6m	-			
Payment Options	Direct Debit			BACS			

Magento Hosting	Standard	Medium	High	Enterprise
Type	Amazon AWS	Amazon AWS	Amazon AWS	Amazon AWS
CPU	4	8	4	8
RAM	16GB	32GB	16GB	32GB
Separate Database Server	-	-	✓ (2 x CPU / 8GB)	✓ (2 x CPU / 8GB)
Storage (£50pm for extra 50GB)	300GB	300GB	500GB	750GB
Bandwidth (£1pm per extra GB)	50GB pm	100GB pm	150GB pm	250GB pm
Multi-Store	2	3	5	5
CDN Server	-	-	✓	✓
DNS Management	✓	✓	✓	✓
Instant Scale Up**	✓	✓	✓	✓
SendGrid / SES Email Delivery***	✓	✓	✓	✓
Server Support	✓	✓	✓	✓
Uptime / Bot Monitoring	✓	✓	✓	✓
Advanced Monitoring	-	-	✓	✓
Staging Environment	✓	✓	✓	✓
Daily Backups (7 Day Rotation)	✓	✓	✓	✓
Magento Optimised	✓	✓	✓	✓
Redis / Varnish	✓	✓	✓	✓
Firewall	✓	✓	✓	✓

Upfront Cost	£8,500	£11,000	£13,500	£16,000
Quarterly Cost (Direct Debit)	£2,550	£3,300	£4,050	£4,800

\* Office hours are 9am - 5:30pm, Monday to Friday. Out of hours support is available for critical non-developer issues only (site down, cannot take payment, or hacks) which is charged at double the hourly rate with a minimum charge of 2 hours. Developer support is not covered out of hours.

\*\* Additional costs apply.

\*\*\* As standard this uses our shared account which is suitable for smaller retailers. Larger retailers should have their own account to ensure better visibility and deliverability rates.

Full hours and server terms available at [www.realagency.co.uk/terms](http://www.realagency.co.uk/terms)