



Image: [Steffen Rau](#), Creative Commons

# Agilehost - Managed Website Hosting Service by Agileware



490 Northbourne Avenue  
Dickson ACT 2602, Australia

[sales@agileware.com.au](mailto:sales@agileware.com.au)  
<https://agileware.com.au>



## Website Hosting Managed by Agileware



*Image: Stick Kim, Creative Commons*

Agilehost is Agileware's Drupal, Wordpress, and CiviCRM optimised hosting service. This service includes the following features:

- Optimised hosting for Drupal, Wordpress, and CiviCRM websites
- Hosting in a data centre located in Australia using Agileware's preferred hosting provider
- Option for hosting in other data centres located around the World (Sydney, USA, London, Japan), additional fees may apply depending on data centre utilised.
- Managed hosting service where all the technical details are managed by Agileware
- Phone and remote hosting support by Agileware staff in Australia
- Automatic daily backups, sent to off-site servers which includes file revisions and long retention period
- Automatic disaster recovery back regime to recover from host failures
- Option for automatic backups sent directly to a Customer's nominated server via SFTP or SCP. Additional fee applies for set up and on-going service
- Management of Domain Name Services (DNS) for your hosted Domain Names Complete management of the hosting account by Agileware
- CloudFlare Free plan managed by Agileware for enhanced security, performance and SSL certificate. Can be easily upgraded to CloudFlare Pro for additional security and performance.

## Included Support, Hours and Response Time

- Technical support is limited to requests relating to:
  - Agileware managed DNS, web server, database server, PHP configuration / modules
  - Configuration, compatibility and issues with the hosting platform
  - Setting up scheduled jobs, enabling PHP modules, changing PHP versions
  - Management of the hosting Domain Names using the Agileware's managed DNS
  - Restoration of database and files using the Agileware backup system
- 8 hour Service Level Agreement during Business Hours.

Support for hosted software (e.g. Drupal, CiviCRM or other approved software) is available as a separate service, contact Agileware for more details.

To contact Agileware Support, create a issue in Agileware Service Desk, <https://support.agileware.com.au> or email [support@agileware.com.au](mailto:support@agileware.com.au).

### Support Availability

Support is available during Business Hours only: Australian Eastern Standard Time, from 9am to 5:30pm, Monday to Friday excluding public holidays observed in Canberra and other days where Agileware is closed. *We do not provide any guarantee of support services being available outside Business Hours.*



### Things You Need To Know

- By default, all plans include CloudFlare Free plan managed by Agileware unless you request this be changed.
- Disk space and bandwidth quotas are soft. 1 month over quota will result in the Website Hosting plan being upgraded to match actual usage and invoice issued for this upgrade.
- Agilehost is optimised for hosting and operation of Drupal, WordPress, and CiviCRM software. Installation of other software must be approved in writing by Agileware prior to installation and a Quote will be provided for installation.
- Agileware strongly recommend that the Customers' domain names be delegated to Name Servers nominated by Agileware. Non-delegation of the domain name may result in delays and other issues.
- Control Panel access is provided to you for accessing the file system, setting up mailboxes and changing other hosting settings.
- For the Shared Hosting plans, Agileware do not provide SFTP or SSH access by default. This level of access is only provided subject to approval and for a limited timeframe. Access is available for Dedicated Hosting.
- Agileware provide no support services for email delivery and/or SPAM issues for customers choosing to use the email service. Agileware recommends using an external email service.
- Agileware cannot guarantee that the hosting service will be available 100% of the time and there may be short periods of outages.

## Plans

Our range of hosting plans are affordable and scalable, serving organisations from small businesses to large enterprises. An initial subscription period of 2 months is required for a new subscription, paid in advance. Thereafter, subscriptions are paid on a monthly basis, with options available for 6-monthly or 12-monthly prepaid terms.

Website Hosting	Price (GST inc)
<p><b>Agilehost Standard</b></p> <p>Suitable for small non-profits, associations and small businesses.</p> <ul style="list-style-type: none"> <li>• 15 GB disk space; 100 GB monthly bandwidth</li> <li>• Shared hosting platform</li> <li>• SSL, domain aliases, sub-domains, MySQL databases, security, automated backups</li> </ul>	\$77 per month
<p><b>Agilehost Business</b></p> <p>Suitable for medium to large non-profits, associations and small to medium businesses.</p> <ul style="list-style-type: none"> <li>• 35 GB disk space; 250 GB monthly bandwidth</li> <li>• Shared hosting platform</li> <li>• SSL, domain aliases, sub-domains, MySQL databases, security, automated backups</li> </ul>	\$154 per month
<p><b>Agilehost Enterprise</b></p> <p>Suitable for large non-profits, associations and large businesses.</p> <ul style="list-style-type: none"> <li>• 75 GB disk space; 500 GB monthly bandwidth</li> <li>• Shared hosting platform</li> <li>• SSL, domain aliases, sub-domains, MySQL databases, security, automated backups</li> </ul>	\$192.50 per month
<p><b>Agilehost Dedicated</b></p> <p>Suitable for hosting websites and CiviCRM when performance privacy are critical.</p> <ul style="list-style-type: none"> <li>• Dedicated hosting platform and dedicated resources</li> <li>• Includes Plesk Control Panel software</li> <li>• Configuration is variable based on requirements</li> </ul>	\$385 initial provision Starting from \$385 per month
<p><b>CloudFlare Pro managed by Agileware</b></p> <p>Wildcard SSL for multiple sub-domains, e.g. <a href="http://www.yourdomain.com">www.yourdomain.com</a>, <a href="http://shop.yourdomain.com">shop.yourdomain.com</a></p> <p>Increased website performance, enhanced website security and anti-spam.</p>	\$60.50 per month

### Subscription Cancellation

You may cancel your subscription at any point by contacting Agileware Support. Upon cancellation, your service will cease immediately. The subscription fee for the current month (or current term, if prepaid) is non-refundable. However, for customers on 6-monthly or 12-monthly prepaid plans, Agileware will provide a pro-rata refund for any unused, complete future months that have been paid for. Agileware will provide an archive of your hosting account, if requested. Otherwise, hosting account data will be deleted after a period of time.