ANNUAL SUPPORT

Annual Website **Support**

One comprehensive annual support plan for every Forge website. Your site stays online, secure, fast, and professionally maintained all year round.

AVAILABILITY & RELIABILITY

- **24/7 technical support and uptime monitoring** — continuous automated monitoring around the clock, with instant alerts. Our team detects and resolves issues proactively, without waiting for a client report.
- **Service Level Agreement (SLA)** — defined response times by issue severity (critical, major, minor) and a target uptime of 99.9%.
- **Automated backups and restoration** — daily off-site backups, multiple retained versions, and fast restoration.
- **Scheduled updates** — core software, plugins, and dependencies updated and tested before being applied.
- **Performance monitoring** — periodic Core Web Vitals review and resolution of performance regressions.

SECURITY

- **24-hour security support** — continuous threat monitoring, blocking of suspicious activity, and rapid incident response. After a breach or infection, the site is cleaned and restored.
- **Complete Cloudflare security configuration** — your site is placed behind Cloudflare, one of the largest web security and performance networks in the world: Web Application Firewall (WAF), DDoS protection, bot and malicious traffic management, SSL/TLS encryption, and CDN acceleration.
- **Malware scanning and free cleanup** — regular scans, with cleanup at no extra cost.
- **SSL, domain, and DNS management** — renewal and monitoring so the site never goes offline due to expiration.
- **Access review** — periodic review of user accounts, passwords, and permissions.

CLIENT PANEL

- **Dedicated customer support panel** — a private dashboard with monthly visitor and traffic reports, SEO status, and overall website health.
- All features added to the client panel in the future are included for the duration of the contract at no extra cost.

SUPPORT & MAINTENANCE

- **Direct contact with technical support** — a direct line to a technical specialist, with no generic support queues.
- **Free bug fixes** — errors caused by our own code are fixed throughout the contract period.
- **Quarterly review session** — a periodic review of performance, security, and site health, with recommendations.

PRICING

Pricing by **website package**

The scope of services is the same for every client. Pricing depends on your website package.

WEBSITE PACKAGE	TERM	ANNUAL SUPPORT
Forge ORIGIN	12 months, renewable	**$850** / year
Forge MOMENTUM	12 months, renewable	**$1,100** / year
Forge SIGNATURE	12 months, renewable	**$2,500** / year
Forge UNLIMITED	12 months, renewable	**Call Us**

Important: All prices are in US dollars (USD). SEO services are offered separately and are not included in this package.

TERMS & CONDITIONS

Product development: Any product development, including new features, new modules, redesigns, or any work beyond the scope of this support package, requires contacting our support team and is subject to a separate fee based on an estimate provided by our technical team. Such work is not covered by the annual support package.

EMAIL

forgelimits@gmail.com

WEBSITE

forgelimits.com