Hi Erica,

Happy new year!

The main thing to note about upgrading is that the annual fee changes. Currently you're on our standard plan and your annual fee is £250, Premium annual fee is £300 and Premium plus is £400. If you were to upgrade to premium then we would waiver the one off upgrade fee and instead charge you the difference between 250 and 300 on a pro rata basis based on the number of days left until your next annual fee is due. I've just done a quick check and if you were to upgrade to Premium today the cost would be £39.04 based on 285 days left on your billing cycle. This figure will decrease incrementally as each day passes. Once upgraded you would then be able to upgrade to V2 for £199 instead of £399.

The offer for a free V2 upgrade for Premium Plus customers is only available to those already on the Premium Plus package and so we'd be unable to waiver the upgrade fee on this package in the same way as we can for Premium.

I hope this answers your query.

Regards
Steve

Please update your records with our new address

NetWise UK
44 Hardshaw Street,
St Helens
Merseyside
WA10 1JN

On 30 Dec 2020, at 12:18, clerk@everdonpc.co.uk wrote:

Hi Adam /Steve

We discussed this upgrade at our December meeting and I've been asked to find out the following – I know you're closed now, but next week will do (I need the info for our meeting on 11 January)

1. Cost of upgrading to Premium and Premium Plus packages?
2. Annual hosting fees for the above?
3. If we upgrade to Premium, will we pay £199 instead of £399 and if we upgrade to Premium Plus won't we have to pay the WordPress upgrade fee?

Many thanks

Kind regards

Erica Fothergill
Clerk/RFO
Everdon Parish Council
Telephone: 01327 310 864
https://everdonpc.co.uk/

Important Update

Since NetWise created the first Parish Council website back in 2015 there have been many changes, not just regulatory but also technological. After five years it's time for us to say goodbye to our old theme and look to the future with a faster, more reliable theme that encompasses all the latest regulations and technology.

Why is a new theme needed?

In April 2015 WordPress version 3.76 was current. In December 2020 WordPress version 5.6 is being released. Between then and now, WordPress has released 391 updates.

WordPress themes have a life cycle simply because the technology that supports them advances. As Wordpress core developers continue to push Wordpress updates (which they will do habitually in days, months, and years-to-come) with new features and security solutions through patches and new versions, the theme that you are using will not work as well with the new Wordpress core updates, or as well today as it did the first day that it was created. This could eventually lead to issues where as you update Wordpress, you will notice the theme itself may begin to wield unruly bugs and security issues of its own that weren't present before. This is a natural degradation of software that ultimately happens anytime that any software is no longer declared supported and as the world of other software (especially any that your software has a relationships with) continues to advance.

In the short term this can be avoided by simply turning off Wordpress auto-updates or by not updating your Wordpress core when regular Wordpress updates are available, you may notice that your version of the Wordpress core software also becomes buggy and has security flaws as hackers identify new security vulnerabilities, or as new Wordpress features provided by Wordpress core come to fruition and old features become legacy or outdated and also unsupported in the ways they were supported before.

Say Hello to NetWise V2

Our current theme is almost five years old and whilst it still works reasonably well, we are conscious that it's coming towards end of life. We have been developing a new theme for over twelve months that is faster, more lightweight

and meets with all the new coding standards as well as the regulations that local authorities need to adhere to. We will continue to support the existing theme until June 2021.

NetWise V2 is 100% compliant with WCAG2.1aa accessibility regulations, in addition, it has built in functions for Operation London Bridge, Forth Bridge and Menai Bridge in the sad event of the death of a senior Royal.

We've improved all the functions such as the document system which now allows for documents to be published as a HTML (no coding needed) page and also a PDF download. This complies with GDS guidelines about publishing and the need to publish by HTML where ever possible. Although this is only a recommendation at present, we expect that it will become a requirement in future years and so we've planned for that so that you can stay ahead of compliance.

NetWise V2 uses less plugins as we've written the code to power most functions straight into the theme. This makes for a faster, more reliable and secure website.

The homepage is flexible enough to display any kind of information giving your local authority website a unique clean look tailored to your needs. It displays well on all devices too ensuring that your visitors have a great user experience.

Please click below to checkout V2 for yourself.

[CLICK HERE TO VIEW THE DEMO](#)

How do I upgrade to V2?

If you joined us from July 2020 onwards then we'll automatically upgrade you before June 2021. We'll contact you prior to upgrading to let you know what will happen and when.

If you joined us prior to July 2020 then we'll only upgrade you if you request it. We've put together some introductory offers as we're keen to see as many clients as possible make the switch.

The price depends on which package you're currently on with us. See below.

Introductory Offer

For those on Basic & Standard Package - £399

For those on Premium Package - £199

For those on Premium Plus Package – Free Upgrade

For clients who came on board since 1st July 2020 on any package – Free Upgrade

For clients who have purchased either WCAG edits or London Bridge - £149

So, for example, if you're currently on our Standard package but have already paid for London Bridge module then you'll need to pay just £149 to upgrade to NetWise V2.

Do I have to upgrade?

We can't force people to upgrade however we appeal to everyone to give it consideration not least for security reasons. PHP (the software that powers Wordress) is also changing to new versions each year. We know that our current theme is at its limit for PHP upgrades, it will continue to work for perhaps a few more years but as the news are reporting huge surges in cyber attacks during 2020, it makes sense to run the most secure package possible.

We will only support changes to the old theme until June 2021, it will continue to operate until that time but we will no longer offer support in terms of updates etc.

Simply reply to this email or contact us if you wish to upgrade.