

Service Level Agreement (SLA)

This **Service Level Agreement (“SLA”)** is entered into by and between **WEBtechSupport (“Provider”)**

and (“Client”), collectively referred to as the “Parties.”

This Agreement outlines the terms, scope, and performance standards for website technical support

services. This SLA is effective as of **[Start Date]**....., and shall continue on a **month-to-month rolling basis** until terminated by either party in accordance with the notice period specified herein.

1. Definitions

- **Business Hours:** Monday to Friday, 9:00 AM – 6:00 PM (UK time).
- **Critical Issue:** A website outage, major functionality loss, or any issue making the website inaccessible or unusable.
- **Non-Critical Issue:** Any support request not classified as critical (e.g., content updates, styling adjustments).
- **Ticket:** One self-contained request for updates to a single page/article (e.g., text edits, new image/photo upload, or link addition). Multiple changes to the same page/article count as one ticket if submitted as one request.
- **Package Hours:** The total monthly allocation of service hours depending on the chosen package.
- **Uptime:** The time a hosted website is available and accessible, excluding scheduled maintenance and circumstances beyond Provider’s control.

2. Scope of Services

2.1 Standard Managed Services (Included in all packages)

The following services are provided as part of the base maintenance subscription:

- **Support Access:** 24/7 ticketing system with defined response times (see Section 3).
- **Security & SSL:** SSL certificate installation, renewal, and proactive monitoring.
- **Data Protection:** Regular monthly backups (including off-site storage).
- **Maintenance:** Software updates for CMS, plugins, and essential security patches.
- **Monitoring:** Continuous website uptime monitoring and monthly performance reporting.
- **Analytics:** Basic Google Analytics setup (standard tracking code installation).
- **Infrastructure:** DNS record management and configuration.
- **Content Updates:** Website content additions and modifications.

Limit: Up to 20 tickets per month (Fair Usage Policy: tasks exceeding 30 minutes each may be deducted from Developer Hours).

2.2 Variable Developer Services (Deducted from Package Hours)

The following services are not covered under standard maintenance. Time spent on these tasks will be deducted from your monthly Developer Hours or billed at the hourly rate:

- **Development:** Major redesigns, new feature development, or integration work.
- **Advanced Analytics:** Custom events, goal tracking, and conversion configuration.
- **Optimization:** Speed/performance optimization and technical SEO improvements.
- **Marketing Support:** Assisting in SEO/Marketing campaigns or CRM/Email support (e.g., HubSpot/Mailchimp).
- **Security Recovery:** Restoration and cleanup of hacked websites (unless caused by Provider negligence).
- **Specialist Support:** Advanced WordPress/PWA development and custom frontend work.

2.3 Package Hours & Overages

Package	Included Developer Hours
Essential Support	0 Hours
Growth Support	20 Hours
Continuous Support	40 Hours

Billing Terms

- All hours are tracked by the minute; a detailed monthly timesheet is provided.
- **Unused Hours:** Expire at the end of month
- **Overages:** If monthly hours are exceeded, the Client may:
 1. Purchase additional hours at the standard base rate.
 2. Upgrade to a higher package tier.
 3. Defer non-critical tasks until the next billing cycle.

3. Service Availability & Response Times

- During Business Hours: Critical issues – response within 3 hours. Non-critical issues – response same business day if submitted before 5 PM, otherwise next business day.
- Outside Business Hours: Critical issues – response within 6 hours. Non-critical issues – handled next business day.

4. Responsibilities

4.1 Provider Responsibilities:

- Deliver services with due diligence and expertise.
- Maintain regular communication regarding service updates and incidents.
- Adhere to agreed timelines and quality standards.

4.2 Client Responsibilities:

- Provide timely access to required resources (e.g., hosting, CMS, credentials).
- Clearly define requests through the ticketing system.
- Ensure timely payments according to the agreed terms.

5. Performance Metrics

- For websites hosted by the Provider: 99% uptime guarantee.
- For externally hosted websites: uptime cannot be guaranteed.
- Critical issues resolved within 5 hours.
- Monthly performance reports delivered by the 5th of each month.

6. Exclusions

This SLA does not cover:

- Failures of third-party software, hardware, or services.
- Issues caused by unauthorised Client changes.
- Circumstances beyond Provider's control (e.g., natural disasters, internet outages).

7. Payment Terms

Packages & fees:

- Essential Support Package: £300/month
- Growth Support Package: £1,000/month
- Continuous Package: £2,000/month
- Base rate per hour: £50

- Invoices are issued automatically each month in advance.
- Payments are due on the 1st of each month.
- Late payments over 14 days may incur a 5% late fee.
- Service may be suspended for unpaid invoices.
- Additional charges for services outside package scope will be invoiced separately at the end of the month.

8. Termination

Either party may terminate this agreement with a written notice sent 10 days before renewal date. Provider may terminate immediately in case of non-payment beyond 30 days.

9. Liability

Provider shall not be liable for indirect, incidental, or consequential damages arising from use of the service. Maximum liability under this SLA is limited to the fees paid by the Client in the last 60 days.

10. Agreement

By signing this document, both parties agree to the terms and conditions of this SLA.

Provider: WEBtechSupport

Client:

Date: