



WPCTO

Website Service Level Agreement (SLA)

January 2025

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1. WPCTO offers three service level agreement packages (BRONZE, SILVER and GOLD) designed to investigate and fix critical website issues should they arise. It is WPCTO's obligation within the SLA to investigate and fix (or provide feedback if no fix is immediately available) within the agreed hours of the problem being reported.
2. WPCTO is only able to provide an SLA if we are hosting a client's website on one of our web servers or for sites we have complete server access to including FTP-S, SSH and an Admin level WordPress CMS role.
3. Issues covered by the SLA will only include website code and configuration issues which generally manifest themselves in the form of an error page, and/or missing functionality, server issues (such as low disk space or hardware failures), performing or restoring backups, external factors (such as DNS failure or hacking) and anything else relating to or affecting the day-to-day running of your website.
4. Issues caused by the failure of third-party services (e.g. Google, Twitter, Facebook, Instagram, chat services, subscription services etc.) are excluded from this agreement.
5. The SLA does not include the fixing of human user errors, for example independently updating their version of WordPress or plugins used without consultation, or 'breaking' page styling on a website. If required, additional support hours can be purchased from WPCTO to resolve these issues.
6. Fees charged for the SLA do not include the introduction of any new functionality into a website nor any third-party costs for plugins or subscription services, should this be relevant.
7. The SLA does not cover issues with email of any nature.
8. On occasion, and in order to resolve a website issue, WPCTO may need to restore a website to the most recent backup copy available (which may potentially result in some loss of data if updates have been made since the last backup was performed).
9. Support is available during the working hours of Monday to Friday, 9am to 6pm. Support outside of these hours may be provided at the absolute discretion of WPCTO and without obligation.
10. The speed at which we are able to respond to, and hopefully resolve, these issues is subject to our hours of availability as outlined above, and is dependent upon the package level chosen: BRONZE within 12 hours of reporting the issue, SILVER within 6 hours of reporting the issue and GOLD within 3 hours of reporting the issue.
11. When the annual fee for the chosen SLA package is paid upfront in full, the support service will be available for a period of twelve months from that point. When the SLA package is paid for monthly, the support service will be available only during the months where payment has been received, subject to a commitment of twelve payments being made.
12. If WPCTO is contacted for reasons not covered in this support contract directly, an additional fee may be charged at our discretion. This fee is in place to avoid any possible abuse of the

support agreement. This includes, but is not limited to questions regarding site functionality, hardware, backups and further project scoping.

13. Where maintenance updates are included within an SLA package, WPCTO will undertake a series of controlled updates to the version of WordPress used, to the plugins installed and to the security of the website. This does not include making any design or content changes, however if this type of work is required then additional hours can be purchased from WPCTO.
14. The BRONZE package includes essential maintenance updates as and when deemed necessary, typically no more than twice per year. Additional updates can be requested at any time and will be charged at £300 per update.
The SILVER package includes routine maintenance updates, applied as required throughout the year - usually around four times annually. For older sites, it's recommended to initiate this early in the term; newer sites may benefit from a mid-term start.
The GOLD package includes regular maintenance updates on an ongoing basis, with updates applied as needed to ensure optimal site performance - generally up to once per month.
15. Issues outside of an SLA agreement are charged at £150 to investigate any issue, plus an hourly charge of £90 to resolve the problem.
16. Termination of this SLA will take effect on the expiry date of the agreement, i.e. twelve months after the initial payment is made. A new SLA can then be taken out if required.
17. Failure to make payment on time and within the agreed terms may result in the termination of the SLA.
18. All fees are exclusive of VAT.
19. In the event of an issue with a website occurring during the period covered by the SLA, clients should call WPCTO in the first instance email support@wpcto.net with as much detail about the problem as possible.

Agreement

Please sign to accept the terms of the Service Level Agreement as outline above.

Name: _____ Job Title: _____

Signed and agreed by: _____ Date: _____