

Wizard Communication

41 Lethbridge Road, Wells BA5 2QX



Service Level Agreement

Proposal: Date

Management of yourwebsite.com

Hosting

I already host your website. This includes the expectation of support for all hosting functions and the responsibility for the correct delivery of the website. It includes management and support for your email accounts and management and maintenance of DNS records on your registrar account.

Extended Service

For an additional fee of £35 a month I will maintain your website:

Security

I will maintain up to date versions of Wordpress and any installed plugins.

Smallprint: Please note that due to the nature of the internet we are not legally or financially responsible for the safety of your site, every site can be hacked if sufficient resources are applied, we simply make that 1. it is much less likely you can be attacked using common methods and 2. reasonably straightforward to get you up and running again after an attack. We employ industry standard security and keep abreast of developments and threats.

Backup

I will backup the database weekly. I will backup the whole site monthly. This will be kept in two locations, one the server (a cloud server) that the website resides on and one on my machine, the one on my machine is subject to intermittent Time Machine backups. In addition I will upload the backups to your Dropbox or Google Drive if required.

Restoration

Restoration of any or all of the site is at hourly rate.

Support

I will perform small edits and changes where required.

I will provide phone and Skype screen-sharing support for the site and its administrative areas.

Fair Usage

£35 is supposed to reflect approximately one hour of work per month averaged over a longer time period. The amount of work will be subject to continual review and any excess discussed with you, the client. It is expected that this is an agreement of trust and also expected that no action will be necessary whilst acknowledging that boundaries are useful.

Artwork and Code

Any artwork production or code changes that are estimated at the outset to take more than an hour will be charged (in whole) at the hourly rate. An estimate will be provided before work is started.

Hourly Rate

Hourly rate is currently £35 per hour. This is reviewed yearly, The fee for this support is linked to the hourly rate.

Contacts

Direct telephone: 0044 7770 271404

Skype: chris.pink

email: admin@chrispink.co.uk, wizcomhosting@gmail.com

It is expected that contact will be in business hours, contact outside those hours is at Wizard Communication's discretion.