Guardography

WordPress Service Level Agreement

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# AGREEMENT OVERVIEW

This Agreement represents the Guardography WordPress Service Level Agreement (“GWPSLA” or “Agreement”) between the Customer and Brandography for the provisioning of WordPress services required to support and sustain the Customer’s WordPress website.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders. This Agreement outlines the parameters of all WordPress services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

# GOALS & OBJECTIVES

The purpose of this Agreement is to ensure the proper elements and commitments to provide consistent WordPress service support and delivery to the Customer(s) by the Service Provider(s). The goal of this Agreement is to obtain mutual agreement for WordPress service provision between the Service Provider(s) and Customer(s).

The objectives of this Agreement are to:

* Provide clear reference to WordPress service ownership, roles, and/or responsibilities.
* Present a clear and measurable description of WordPress service provision to the customer.
* Match perceptions of expected WordPress service provision with actual service support and delivery.

# STAKEHOLDERS

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the primary stakeholders associated with this GWPSLA:

Service Provider(s): Brandography (“Provider”)

Customer(s): Customer as signed and noted below (“Customer”)

# PERIODIC REVIEW

This Agreement is valid from the Effective Date outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The Business Relationship Manager is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. Brandography will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

Business Relationship Manager: Brandography

Review Period: Twice Annually (Every six months)

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# GUARDOGRAPHY WORDPRESS SERVICE AGREEMENT

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

## Service Scope

Per month, Brandography will allot up to four (4) hours of work on Customer’s WordPress website maintenance at a rate of $175/mo., ($500 value).

**The following Services are covered by this Agreement:**

* Full WordPress upgrade to website
* Upgrade of every WordPress plugin to the latest version
* Auditing of all custom WordPress plugins
* Application of needed WordPress patches
* Ongoing WordPress web security and WordPress version management
* Up to 4 hours/month WordPress update maintenance
* Weekly site backups

**The following services are NOT covered by this Agreement:**

Services not detailed above

Website services unrelated to WordPress updates

Website layout or structure changes

New or modified functionality for front or back end features

Comprehensive site updates or extension updates – this will be billed hourly

Functionality issues caused by third party partners or tools

## Customer Requirements

Customer responsibilities and/or requirements in support of this Agreement include:

* + Payment for all support costs at the agreed interval.
  + Reasonable availability of customer representative(s) when resolving a service related incident or request.

## Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

* Appropriate notification to Customer for all scheduled maintenance.
* Reasonable availability of service representative(s) when resolving a service related incident or request.

## Service Assumptions

Assumptions related to in-scope services and/or components include:

* Changes to services will be communicated and documented to all stakeholders.

# 

# TERMS

**Billing**

$175/month fee paid in full monthly five days before next cycle begins.

*(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)*

**Accepted By**

CUSTOMER BRANDOGRAPHY.COM LLC

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Signature Signature

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Business/Website URL Date

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Date