

Service Level Agreement (SLA)

1. Objective

This SLA outlines the service expectations and responsibilities for the **WordPress SafeGUARD Management Service** provided by Web World to the **Client**.

2. Service Availability

- Uptime Guarantee: Web World guarantees 99.9% uptime for the WordPress website, excluding scheduled maintenance and unforeseen circumstances beyond our control.
- Maintenance Windows: Scheduled maintenance will occur during off-peak hours and with prior notification to **Client**.

3. Support Response Time

- Priority 1 (Critical Issues): Response within 1 hour; resolution within 8 hours.
- Priority 2 (Major Issues): Response within 4 hours; resolution within 16 hours.
- Priority 3 (Minor Issues): Response within 12 hours; resolution within 48 hours.

4. Backups and Data Protection

- Backup Frequency: 2 Bi-Weekly, backups will be maintained.
- Backup Retention: Backups will be retained for a period of 30 days.
- Data Recovery: In the event of data loss, restoration will be initiated within 6 hours of notification.

5. Security Measures

- Security Audits: Regular security audits will be conducted to identify and address vulnerabilities.
- Incident Response: Immediate action will be taken to mitigate security breaches, with updates provided to **Client**.

6. Performance Optimization

- Performance Audits: Quarterly performance audits will be conducted to ensure optimal website speed and functionality.
- Optimization Measures: Recommendations for improvements will be implemented within 5 business days of audit completion.

7. Content Updates

This section outlines the service expectations and responsibilities for content and image updates provided by Web World to **Client**.

- **Scope of Content Updates:**
 - o Text Changes: Modifications to existing text, including corrections, updates, and rewrites.
 - o New Content Additions: Upload and formatting of new blog posts, articles, or pages as provided by Client.
 - o Content Scheduling: Scheduling of content for future publication dates as specified by Client.
- **Submission of Content:**
 - o Clients will submit content requests via the designated client portal or email.
 - o Content should be submitted in a clear, organized format, with instructions for placement and formatting.
- **Turnaround Time:**
 - o Standard Updates: Up to 5 hours of updates per month with a 48-hour turnaround time from the receipt of content.

8. Reporting and Communication

- Monthly Reports: Detailed reports on website performance, security, and updates will be provided monthly.
- Communication Channels: Web World will maintain open communication with **Client** via email, phone, and a dedicated client portal.

9. Exclusions

The following are excluded from the SLA:

- Issues caused by third-party services or plugins not managed by Web World.



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- Major custom development projects or redesigns.
- Delays caused by **Client** in providing necessary information or approvals.

10. Termination

- Either party may terminate this agreement with 30 days' written notice.
- Upon termination, **Web World** will provide **Client** with all data and documentation necessary for the transition.

11. Agreement Validity

This SLA is valid from January 1st, 2024, and will be reviewed annually or as required.

By partnering with Web World for WordPress Management Services, you can rest assured that your website is in expert hands, allowing you to focus on growing your business. Our commitment to excellence and customer satisfaction is reflected in the robust support and proactive management we provide.