



Website Service Level Agreement (SLA)

January 2023

Website Service Level Agreement (SLA)



1. Creative Clinic offers three service level agreement packages (BRONZE, SILVER and GOLD) designed to investigate and fix critical website issues should they arise. It is Creative Clinic'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. Creative Clinic is only able to provide an SLA if we are hosting a client's website on one of our web servers.
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 Creative Clinic 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, Creative Clinic 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 Creative Clinic 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 Creative Clinic 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, Creative Clinic 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 Creative Clinic.
14. The SILVER package allows for 4 maintenance updates per year (it is recommended that this be initiated at the start of the twelve month period for older websites and six months-in for newer websites). The GOLD package allows for 12 maintenance updates per year (1 per month). The BRONZE package allows for 2 maintenance update per year. Further updates are charged at however these are available as an add-on at any time for an additional fee of £330 per update.
15. Issues outside of an SLA agreement are charge 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 Creative Clinic in the first instance email support@thecreativeclinic.com or call on 020 8201 1848 with as much detail about the problem as possible.

Agreement

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

Name: _____ Job Title: _____

Signed and agreed by: _____ Date: _____