

Managed WordPress Service

Note that website support and maintenance is only available for websites hosted on Jackdaw web servers.

Websites which have not been built by Jackdaw Web Design will be subject to an initial assessment before this support and maintenance contract can be offered. Any updates, remediation or repair which is deemed necessary after the initial assessment will be charged separately.

1. Warranty Period

All websites built by Jackdaw Web Design come with 60 days' warranty, starting the day after the new website goes live. The items covered during this warranty period are the same as those specified below in para 2.

2. Annual Support and Maintenance

The Jackdaw Web Design support and maintenance agreement covers the following items:

- 2.1. Full restore of the site from daily backups if necessary. *Note that if the site is unavailable because it has been hacked I would restore it from the last clean backup but if there is no clean backup then I would charge for fixing the hack.*
- 2.2. Fixing any faults found with the website or database, where fault is defined as a problem with the website code which does not match the original specification.
- 2.3. All underlying software (WordPress core, plugins, theme and operating system software) kept updated within a reasonable time of the new version being made available.
- 2.4. Minor changes to text or photos, up to a total of 15 minutes estimated work per month.
- 2.5. 30 days' of daily backups to the web server and 10 weeks' to my cloud hosting.
- 2.6. Standard security measures will be implemented on the website, including security software, firewall protection and regular software updates. Security systems may generate automated alerts. The Company does not provide continuous monitoring of these alerts but will take reasonable action where critical security issues are identified. No website can be guaranteed to be completely secure and the Company does not guarantee that a website will be free from hacking attempts or malicious activity.

3. Notes and exclusions

- 3.1. Any major changes such as adding a new page will be charged at my standard hourly rate.
- 3.2. The website may include third-party software components such as plugins or integrations. While the Company will keep installed software updated where reasonably possible, the Company cannot guarantee the security, reliability or ongoing compatibility of third-party software and accepts no liability for faults, vulnerabilities or service interruptions arising from such software.

3.3. This agreement becomes null and void if

3.3.1. you install any extra software (“plugins”) yourselves

3.3.2. you do not keep your logon ids and passwords secure

3.3.3. you do not use best practice when creating new users or passwords (eg avoiding login id = ‘admin’ or password = ‘password’)

4. Response times

We will endeavour to respond to non-urgent faults within 24 hours (however usually within 2-4 hours) and urgent problems within 2 hours (usually immediately).

We will correct faults as soon as practically possible.

For Urgent Faults please ring 07762 140 433.

For Non-Urgent Faults please email jackie@jackdawwebdesign.co.uk.