

Website Infrastructure Maintenance Services. Service Level Agreement.

1. Website Infrastructure Maintenance Services

Website Infrastructure maintenance shall hereafter be referred to as 'maintenance'

Development of website is a one-off agreement between Toltech and the client.
Web Hosting is a service in and of itself and unless otherwise stated we do not include management or maintenance of the client's website.

Toltech shall not be responsible for maintenance of your website (content, infrastructure or other) unless contracted to do so.

2. Core Activities

Toltech infrastructure maintenance services consists of maintaining the technical infrastructure associated with the website including the core Wordpress framework, themes and plugins. Under our website infrastructure maintenance service we will review all Core Wordpress updates and check for correct deployment. We will manually update all plugins and check for continued operation of the website and website integrity.

If any minor issues are discovered (e.g. plugin conflicts) we will review these and attempt to identify and fix the resulting issue. However, if we deem the resulting error to be sizeable or significant we will report back to the customer to discuss further actions, assess the requirements and discuss an estimates for the cost for the fix required.

3. Incident Response

Where the client has a maintenance contract is in place and, unless otherwise stated, we will undertake to respond to the incident within a maximum of 6 hours between 9am to 5pm on Monday – Friday.

4. No Maintenance Service

Where the client has no maintenance service in place Toltech will undertake to respond to any incident with in 3 working days.

5. Mission Critical Websites (with a maintenance contract)

Where the website is under contract and is mission critical, we will undertake to respond to the incident within a maximum of 4 hours between 9am to 5pm on Monday - Friday. We will attempt to identify and rectify the issue as quickly as reasonable and practical.

Where the issue is of significant size, scale, and nature we will report back to you to discuss possible solutions and costs.

6. Limits of Obligation

The obligation of Toltech to provide the Support Services shall not extend to:
(a) rectification of lost or corrupted data

(b) faults arising from the Customer's failure to comply with these Conditions or Toltech's instructions regarding the use of the Services.

7. Web Forms Maintenance

Our default Web Forms Service consists of deploying forms on a website which are submitted online to the website database admin area (backend). Clients can check form submissions can be checked by logging in to the website admin area where the client can view, manage and export form submissions.

NB: As a default this service EXCLUDES form to email services ie we do not deliver your form submissions by email. Form to email services can be provided at additional cost

Depending on the importance to the clients business we suggest that the client checks for form submissions very frequently (at least daily, possible more)

Where the client website has web forms installed, we will undertake to carry out functional checks of forms/submissions in accordance with the agreed maintenance schedule (e.g. weekly, fortnightly, monthly, quarterly etc). Our testing will be limited to submitting test data, confirming that each form data was submitted into the website database. If we can observe that the form is being submitted to the website backend we will deem the form to be working adequately.

It is incumbent upon the client to arrange regular tests of any website forms. Depending on how busy the site is and it's business criticality we would suggest that the client performs form submission testing frequently (weekly, fortnightly or monthly) testing of forms

8. Forms email Notifications/Form to email

Where the client has an email notification service as part of a form submission facility, we will carry out checks on the alert notification service with the relevant service provider.

If we can observe that the email notification was sent from our services/client's website we will deem the form alert email services to be working correctly and refer the client to their IT support service to investigate their incoming mail service and settings such as junk, whitelists etc.

Where we are asked to investigate form submission issues beyond the above simple checks (eg liaising with your IT Supplier) we reserve the right to charge for additional support services.

NB: We have limited control over the deliverability of email notification the form so we rely on you to inform us that you have received the test email. We have control/influence over the sending of the email but we have no control over your mailbox/mail services and inbox.

9. Form to email Delivery Service

If requested/required we can provide a services to improve the robustness/reliability of form to email services at additional cost. This requires the provision of a third party service to manage and monitor email deliverability from web servers.

10. Password Management

For a variety of reasons including GDPR/Privacy we do not store client passwords

It is the client's responsibility to provide and manage their own password management regime and maintain strong passwords as part of an overall policy of cyber security management