WEBSITE MAINTENANCE RETAINER AGREEMENT

MONTHLY SERVICE LEVEL TERMS | SUPPORT SCOPE | SECURITY, BACKUPS & SLA SPECIFICATIONS

SERVICE PROVIDER / AGENCY

Agency / Provider: _____

Contact Person: _____

Support Email: _____ Phone: _____

CLIENT / WEBSITE OWNER

Company / Client: _____

Website URL: _____

Billing Email: _____ Phone: _____

Effective Start Date:	Monthly Retainer Fee:	Allocated Monthly Hours:	Overage Rate / Hour:
_____	$ _____ / month	_____ hours included	$ _____ / hour

SCHEDULE A: INCLUDED SCOPE OF MAINTENANCE SERVICES

1. CORE CMS & SYSTEM MAINTENANCE

[ ] Weekly core software, theme & plugin updates

[ ] Compatibility & regression testing on staging

[ ] Database cleanups & overhead table purging

[ ] Broken link audits & 404 error redirection

[ ] PHP version updates & server configuration support

2. SECURITY, BACKUPS & UPTIME MONITORING

[ ] Automated daily off-site cloud backups (30-day retention)

[ ] 24/7 automated uptime & downtime ping monitoring

[ ] Continuous malware scanning & firewall monitoring

[ ] SSL certificate validation & HTTPS renewal checks

[ ] Emergency disaster recovery & full site restore SLA

3. PERFORMANCE & ASSET OPTIMIZATION

[ ] Monthly page speed & Core Web Vitals audit

[ ] Image compression & modern format delivery (WebP/AVIF)

[ ] Server-side & browser caching configuration

[ ] CDN (Cloudflare/Fastly) edge cache synchronization

[ ] CSS/JS minification & script deferral review

4. CONTENT EDITS & TECHNICAL SUPPORT

[ ] Text copy, contact details & team profile updates

[ ] New blog article / case study publishing & formatting

[ ] Hero banner & promotional graphic replacements

[ ] Contact form routing verification & spam filter tuning

[ ] Monthly executive report of updates & performance stats

SERVICE LEVEL COMMITMENT (SLA) & SUPPORT CHANNELS

Critical Downtime Outages: Under 2 Hours | Urgent Bug Fixes: 1 Business Day | Standard Content Edits: 2-3 Business Days

AUTHORIZED SERVICE PROVIDER SIGNATURE

Signature: _____

Printed Name: _____

Title: _____ Date: _____

CLIENT ACCEPTANCE & AUTHORIZED SIGNATURE

Signature: _____

Printed Name: _____

Title: _____ Date: _____