

This SLA defines the support standards and maintenance protocols provided by Miramar Communications Limited (“we, us, our”) to ensure the ongoing security, stability, and performance of the Customer’s website.

This service is provided for a fixed monthly fee and is designed to provide proactive management of the website environment. The provisions of this SLA apply only where a specific maintenance service has been included within a signed Statement of Work (SOW) or where a standalone maintenance quote has been approved in writing by the Customer.

## 1. Key Definitions

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### 1.1 Server Maintenance Window

Means the period between 00:00 and 02:00 (UK Time) during any day of the week, during which the Hosting Provider or Supplier may perform routine infrastructure updates, server security patching, or required system restarts.

### 1.2 Software Maintenance Window

Means the period during standard Business Hours during which the Supplier performs routine CMS updates, plugin patching, and website-level maintenance. These activities are scheduled to ensure minimal disruption while allowing for active oversight by the technical team.

### 1.3 Support Tickets

The formal process by which the Customer notifies the Supplier of technical issues or requests assistance.

### 1.4 Business Day

A day (other than a Saturday, Sunday, or public holiday) when banks in London are open for business.

### 1.5 Covered Problems

Any defect, error, or bug in the website code that was originally developed and deployed by the Supplier, which causes the website to deviate significantly from its intended functionality.

### 1.6 Third-Party Services

External software, platforms, or services integrated into the website but not managed by the Supplier, including but not limited to payment gateways (e.g., Stripe), CRM systems (e.g., Salesforce), and map providers.

### 1.7 Emergency Maintenance

Unscheduled maintenance required to address critical security vulnerabilities or total site outages that cannot wait until the designated Maintenance Window.

### 1.8 Resolution

The point at which a Support Ticket is closed, either by fixing the reported issue, providing a viable workaround, or determining that the issue is caused by a Third-Party Service.

### 1.9 Out of Scope Work

Any requests for new features, design changes, major CMS version upgrades, or repairs to third-party integrations as detailed in the Service Coverage table in Section 8.

## 2. Service Scope

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The following services are included within the monthly maintenance fee. These services are designed to provide a “warranty” for the existing website code and environment:

- 2.1 Helpdesk & Warranty** — Provision of a helpdesk for reporting issues. We provide a warranty for covered problems, ensuring fast and skilled responses within the Target Response Times defined in Section 5.

- 2.2 Security & CMS Patching — Application of critical security patches and minor CMS updates. These will be performed within the Software Maintenance Window on the earliest convenient Business Day following notification of a required update.
- 2.3 Proactive Maintenance — Regular checks and updates of the CMS and installed plugins to ensure ongoing compatibility and security.
- 2.4 Monitoring & Backups — 24/7 automated monitoring of server uptime and daily automated backups of website files and databases (with a 7-day retention period).
- 2.5 Health Checks — Periodic review of “404 Errors” (broken links) and server logs to ensure site health.

### 3. Allocation and Management of Maintenance Hours

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- 3.1 Annual Allocation — The Customer is allocated a specific number of “Maintenance Hours” per annum, as defined in the relevant Statement of Work (SOW) or approved Quote. These hours represent the total time available for Support Tickets, Bug Fixes, and other manual interventions defined in the Service Scope.
- 3.2 Time Tracking — The Supplier shall track and log all time spent on maintenance tasks. While internal task management is handled by the Supplier, the Customer may request a summary of hour utilisation at any time.
- 3.3 Exhaustion of Hours — If the allocated hours are exhausted prior to the end of the annual term, the Supplier shall notify the Customer. In such instances, no further manual work (including non-emergency bug fixes or requested changes) will be performed until additional hours are purchased or a new Quote is approved in writing.
- 3.4 Carryover of Unused Hours — Any hours remaining at the end of an annual agreement period shall be carried over into the subsequent annual term, provided that the Maintenance Agreement remains active and is renewed.
- 3.5 Non-Refundability — Maintenance Hours are non-refundable and hold no cash value. In the event of contract termination, any unused hours (including carried-over hours) are forfeited.

### 4. Managed Hosting & Infrastructure

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The Supplier provides a managed hosting service via reputable third-party infrastructure providers (the “Hosting Provider”). This service includes:

- 4.1 Infrastructure Management — The Hosting Provider is responsible for server hardware maintenance, Operating System updates (e.g., AlmaLinux), and Control Panel maintenance (e.g., WHM/cPanel).
- 4.2 Availability Monitoring — Standard monitoring of server uptime is performed by Miramar.
- 4.3 Backup Management — Daily automated backups of the website files and databases are scheduled, with a 7-day retention period.
- 4.4 Security Updates — Application of security patches to the server environment as released by the vendor.
- 4.5 Agency Oversight — Miramar acts as the technical liaison with the Hosting Provider to resolve infrastructure-level issues during Business Hours.

### 5. Support Tickets & Response Times

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- 5.1 Requesting Support — The Customer shall report technical issues or requests for assistance by submitting a Support Ticket through the designated support channel as

specified during the onboarding process. The Supplier shall provide support services and adhere to the Target Response Times during Business Hours.

## 5.2 Priority Levels & Target Response Times

Priority Level	Description	Target Response Time
<b>Critical</b>	Total site outage, security breach, or total failure of primary business function (e.g., checkout failure).	2 Business Hours
<b>High</b>	Major feature malfunction or significant performance degradation affecting multiple users.	4 Business Hours
<b>Normal</b>	Minor bugs, aesthetic issues, or general CMS assistance required.	8 Business Hours

## 5.3 Response vs. Resolution

**5.3.1 Target Response Time** — Defined as the period from the time the ticket is logged to the time the Customer receives an initial acknowledgement and triage assessment. For Critical and High priority tickets this will include an engineer assessment; for Normal priority tickets this constitutes confirmation of receipt, an initial review of urgency, and scheduling of work.

**5.3.2 Target Resolution Time** — While the Supplier shall use all reasonable endeavours to resolve issues promptly, the Supplier does not guarantee a fixed Resolution Time as many depend on third-party providers.

**5.4 Exclusions** — Issues caused by third-party software updates, Customer-induced errors, or force majeure events are excluded from these response time targets.

## 6. Hosting and Platform Updates

**6.1 Hosting Provider** — The Hosting Provider (CWCS) provides managed infrastructure services governed by their own service standards, including a 99.95% uptime guarantee and ISO 27001 accreditation.

**6.2 Miramar Uptime Limitation** — Miramar provides no independent uptime guarantee; liability is limited to compensation recovered from the Hosting Provider.

**6.3 Security Patches & CMS Updates** — The Supplier shall apply low-priority CMS patches on a monthly basis. Security vulnerabilities categorised as high importance shall be addressed as a High priority ticket within the Maintenance Window.

## 7. Reporting

**7.1 Analytics Dashboard** — The Supplier shall provide the Customer with access to a live website analytics dashboard to monitor site performance metrics.

**7.2 Configuration** — Reports can include any website data available through Google Analytics. Additional data sources can be included for a fee.

## 8. Service Coverage

Service Item	Included in Monthly Fee	Costs Extra / Separate SOW
CMS Minor Updates (Security patches & point releases)	YES	NO
CMS Major Version Upgrades (e.g. WordPress 6.x to 7.x)	NO	YES
Plugin & Security Patches (Maintenance of existing setup)	YES	NO
End-of-Life (EOL) Software Support <sup>1</sup>	NO	YES
Standard Bug Fixes (Attributable to Supplier code)	YES	NO
Third-Party API/Integration Repairs <sup>2</sup>	NO	YES
New Feature Development / Redesign	NO	YES
Post-Launch Domain or DNS Issues	NO	YES

<sup>1</sup> End-of-Life (EOL) Support: Defined as any software or plugin no longer receiving official security updates from the original developer. This also includes software deemed “abandoned” by the Supplier, characterized by a lack of developer activity or updates for a period exceeding 18 months, or where the developer has ceased active communication regarding the software’s roadmap.

<sup>2</sup> Third-Party Integrations: Includes services such as Salesforce, HubSpot, and Google Maps. Repairs necessitated by third-party changes are excluded from the flat fee.

Note: All ‘YES’ items are included in the monthly service but are subject to the available Maintenance Hours defined in Section 3.

## 9. Legal Terms and Conditions

- 9.1 Governing Agreement** — This SLA is subject to and incorporated into the Governing Agreement (Statement of Work or Standard Terms and Conditions).
- 9.2 Order of Precedence** — In the event of inconsistency, the terms of the Governing Agreement shall prevail.
- 9.3 Limitation of Liability** — All provisions regarding liability, indemnities, and data protection are set out in the Governing Agreement.
- 9.4 Remedy Limitation** — Any failure to meet Target Response Times shall be the Customer’s sole remedy and shall not constitute a material breach of the Contract.

### Document control

This document is reviewed annually or following any material change in service scope, operational procedures, or applicable regulation. The current version supersedes all previous versions.

Version	Date	Author	Summary of changes
1.0	02/04/2026	Will Cairns	Initial issue

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