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CLIENT SERVICE PLAN

Website Maintenance Plan

A practical plan for keeping client websites secure, current, and reliable.

PURPOSE AND PLAN SUMMARY

This plan provides routine preventive care and minor content support.

CARE WINDOW	RESPONSE	EDIT ALLOWANCE
Monday thru Friday, Business Hours	1 to 2 business days	30 minutes per month

1. INCLUDED MAINTENANCE SERVICES

SERVICE	WHAT IS INCLUDED	CADENCE
Software updates	Supported CMS, plugin, and theme updates; recovery point before material changes.	Monthly, or as released
Backups	Verify automated website and database recovery points.	Monthly
Availability & security	Uptime monitoring, routine scans, alerts, and supported security fixes.	Ongoing
Site health	Check basic performance, key links, and primary forms; flag material issues.	Monthly
Minor content edits	Minor text, image, file, and link changes within the monthly allowance.	On Request
Summary & advice	Record completed work, issues found, and recommended next actions.	On Request

CONTENT EDITS Typical included requests are text corrections, supplied image or file replacements, link changes, and simple publishing. Unused time does not roll over. Larger requests are quoted separately before work begins.

2. REQUESTS AND RESPONSE

Send requests via email with the page URL, approved content, required additions, and timeline.

Please Submit:	Client sends a request.
We'll Confirm:	We confirm scope, timing, and missing information.
We'll Implement	We make the approved change and checks the affected area.
Close:	We confirm completion or recommend a separately scoped next step.

PRIORITY ISSUES Site outages are investigated as a priority during the care window.
After-hours support when possible but not guaranteed.

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3. SHARED RESPONSIBILITIES

WE WILL	THE CLIENT WILL
Protect access credentials and maintain a work record. Use a recovery point before significant updates where available. Test affected areas and flag significant issues.	Provide current access, approved content, and timely decisions. Notify the provider of campaigns, launches, or known issues.

4. WORK NOT INCLUDED

Redesigns, new templates, custom features, integrations, or substantial development
Copywriting, SEO or advertising campaigns, analytics strategy, or compliance advice
Hosting, domain, license, or other third-party fees
Recovery from pre-existing compromise, unsupported software, or third-party outages

Out-of-scope work requires a separate estimate and client approval before it begins.

5. FEES, TERM AND ACCEPTANCE

Monthly fee	**$205 CAD plus GST**
Billing	Monthly
Term / cancellation	Monthly term with 30 days cancellation notice.
Additional work	Quoted separately and scheduled with the client.

By signing below, both parties accept this plan and the client-specific selections above.

FOR THE PROVIDER		FOR THE CLIENT	
Name / Title:	Date:	Name/Title:	Date: