Absolute Websites.

WEBSITE MAINTENANCE

THE SERVICES

Weekly	Monthly	When Required	Ongoing
Plugin Updates	Website Backups	Theme Updates	File Monitoring
Spam Comment Removal	Error Log Review	PHP Updates	Brute Force Protection
Staging Site Testing	MB Overhead Clearance	Core Upgrades	Server Maintenance*
Post Revision Optimisations		Debug Logging	Technical Support
Cache Clearing		Minor Content Updates	Client Consultancy

*Server maintenance only applies to websites that are hosted on servers owned by Absolute Websites.

Definitions

Post Revision Optimisations:
Optimise posts and clear revisions to reduce load on the database.

MB Overhead Clearance:
MySQL database grows, which can slow the website down, so we clear this for performance.

Staging Site Testing:
For big updates, we test across a staging site to make sure nothing breaks the live site.

Error Log Review +Debug Logging:
In case errors arise, we log them to a file and debug the issue, fixing the problems.

Response Times

Critical Website Fatal Errors:
Within 3 business hours

Major Functionality Issues:
Within 1 business day

General Support Requests:
Within 4 business days

The Service Provider will use commercially reasonable efforts to:

- Maintain website availability.
- Respond to support requests within reasonable business hours.
- Monitor and address website issues as identified.