



Monthly Website Maintenance Agreement

Updated: February 11, 2025

You may set up your monthly payment [here](#).

The following is included in the monthly WordPress Website Maintenance Plan.

Weekly check in of your WordPress dashboard for:

Plugin updates - please note, occasionally plugins get retired and when that happens, we will find an alternative.

Theme updates - Your site was built with a specific theme and when theme updates are released*, we do need the new theme files. If we purchased the theme on your behalf, we will get notification. If you purchased the theme, we will notify you when we see an update is needed and you'll need to send us the files.

WordPress Core updates -as they come up.

PHP updates - these happen about every two years, and they are handled at the server level, and we'll work with your hosting provider to get that update done.

Security issues - if you have a free security plugin, we will handle any warnings that come up. If your site gets attacked and we have to clean up malware or malicious script, there is an additional charge for that. If you have a paid version of a security plugin (WordFence, Securi, or Sitelock), they will handle that for you (there may or may not be an additional charge from that vendor - it depends on the plan you have.)

Broken Link Check -This generally happens when you link to another website. Sometimes it's a false report due to a site having issues and we dismiss the warning. When the link is actually bad, we will remove the hyperlink.

Spam Comments Check – This mainly happens if you have a blog on your website although there are times when bots try to comment on pages. If comments are turned off sitewide this is not necessary

Live Site Check - After updates are complete, we do check the live site to ensure things are working smoothly. Occasionally there is a conflict, and we'll troubleshoot that as quickly as possible to get things running again.

We check the site once a week so if you login and see updates needed, those came up after our last updates were completed. You do not need to send a message about this as we will get those done on the next scheduled update.

Google Search Console (we do need access to this) - as items come up, we will do our best to handle those. Some items are false or unnecessary or simply can't be edited. We update what is possible.

Should your hosting company need to be contacted we will handle that for you for most matters that concern the function of your website. However, if it is an issue out of our control, an additional fee may be necessary if you would like us to deal with support until an issue is resolved. This doesn't happen often. We do require the login and the pin for your hosting account in order to speak to customer service.

If you have other admins (yourself and others who have been granted access) - please ensure they do not change code on the website unless checking with us first. If someone alters the code, there will be a charge to restore the site. That will be quoted separately based on how extensive the restoration is.

Monthly site maintenance only applies to the technical side of your website. It does not include content edits, image edits, or new content. However, if you're only sending in a small request occasionally, we are happy to handle that for you. All other requests, we're happy to send over a quote or an estimate based on the nature of the work.

We also do site backups on regular intervals (weekly or monthly depending on the site). We maintain the most recent copy. The copy can be sent to you upon request. On most sites, we also keep the most recent backup in the backend of the site which can be accessed there or via your hosting account server.

If the site goes down for a period of time - please check your domain registration company and hosting account payment options on file first. You may need to update your card. This is usually what the issue is. However, no hosting account has 100% uptime. Most will guarantee 99% uptime. If you see that your website is down and have checked your payment option on file with your domain and hosting company, then please report that to us as soon as possible so we can research the issue.

Emergency requests -we will do our best to resolve issues in 24 business hours, but some things are out of control and may be dependent on hosting or domain accounts, or third-party software such as themes or plugins.

Payment

\$100 per month - set up on auto-bill via PayPal. You will be charged on the same date every month.

Should your payment fail to draft, PayPal will attempt to charge you again in 5 days. If that payment fails to go through, we will put maintenance on hold until the payment issue is resolved.

Should payments fail two months in a row, we will need to switch to a different payment plan.

Canceling your maintenance plan

Should you wish to cancel, you may do so at any time. You may do that yourself inside your PayPal account. We can also cancel the payment at our end but we would need 48 hours' notice before your due date. Please note, there are no refunds once the monthly payment drafts, but once you cancel, you

will not be billed again. Maintenance will cease immediately on the final date of the month of the previous draft (i.e, if your payment date is the 7th, after cancelation, your maintenance ends on the 6th.)

The site admin access and security plugin notices will be updated to your email address we have on file. You will need to accept the site admin request. We recommend you remove our Admin access to the site as well then backup the site again. We will remove our access to Google Analytics and Google Search Console to your site(s) as well.

Should you need support or troubleshooting assistance with issues in the future, we will send a quote. There is a minimum troubleshooting cost.

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*Please note, occasionally items are retired, or is no longer updated to work with updated versions of WordPress. We have no control over that as well as no advanced warning or any way to tell when that is going to happen. This can be plugins or themes. Most of the time, a plugin can simply be swapped out, but some do take extra work to configure, and we'll let you know if there is a cost on that. The same goes for WordPress themes which are less likely, and I've only seen that happen twice in 15 years.

Please note, maintenance may change from time to time based on what we see with updates. You may always find the current list of services on this page. You may wish to bookmark this page for future reference.

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