

**Schedule (Professional Plan)**  
**to Service Level Agreement (SLA) between**  
**SIMPLE WEB SOLUTIONS LIMITED ('Consultancy') and ('Client')**

**1. Introductory**

- 1.1. The Client requires expert assistance in managing their website(s).
- 1.2. The Consultancy's field of expertise includes website marketing, development and design, and the Consultancy has agreed to provide the following Services to the Client, under the terms of the Service Level Agreement.

**2. Services**

- 2.1. To add/update content relating to the Clients website(s).
- 2.2. To add/update data relating to the Clients website(s).
- 2.3. To provide technical support to the Client for items relating to their website(s).
- 2.4. The Client should notify The Consultancy of services required via a dedicated email address ([help@webpurity.co.uk](mailto:help@webpurity.co.uk)) or by raising a request via the Consultancy website (<http://www.webpurity.co.uk/help>).
- 2.5. The Consultancy is responsible for providing its own reference materials, administrative support, and equipment other than where use of the Client's equipment is required for reasons of security is particularly specialised, or where the Client's equipment is itself the object of the Services.
- 2.6. The Consultancy shall be responsible for correcting any defective Services at its own cost, provided that such works are notified to the Consultancy by the Client one week after the Services are otherwise complete.
- 2.7. Any Deliverables which require Services deemed by The Consultancy to take longer than 12 hours (or 1.5 working days) shall be deemed Out Of Scope.
- 2.8. Any further specific details, prioritisation, and time estimates for each piece of work will be as agreed between the Consultancy and the Client from time to time.

**3. Timetable**

- 3.1. Provision of the Services is expected to commence once the Client has made the initial payment covering the first month's fees and set up fee.

**4. Charging basis**

- 4.1. The Consultancy will invoice monthly for the Services.
  - 4.1.1. For the avoidance of doubt there is no obligation on the Consultancy to provide Services on any particular day, and no obligation to adjust payment in respect of any periods during which the Services are not required, or during which the Services are not in fact provided.

## **5. Termination for convenience**

- 5.1. The Consultancy may give the Client one month's notice in writing to terminate the Services to be provided under this Schedule
- 5.2. The Client may give the Consultancy one month's notice in writing to terminate the Services to be provided under this Schedule

## **6. Generally**

- 6.1. The Services will be performed under the terms of the Service Level Agreement, which together with this Schedule and any other documents expressly referred to in the Service Level Agreement or in this Schedule constitute the entire understanding between the parties relating to the subject matter of this engagement. Any earlier agreement between the parties relating to the subject matter of this Schedule is hereby superseded and is discharged by mutual consent. No other terms or changes will apply unless in writing and signed by both parties.
- 6.2. Neither party enters the agreement constituted by this Schedule and the Service Level Agreement on the basis of or relying on any representation, warranty or other provision not expressly stated herein.
- 6.3. This Schedule shall prevail if there is any conflict between it and the Service Level Agreement.