

WEBSITE SUPPORT AGREEMENT

This is an agreement between _____ (The Client) and Nate Hoffelder (The Contractor), which describes the standard terms for Nate Hoffelder's \$50 per month website support service.

As The Contractor, Nate Hoffelder affirms to:

- Install on a daily basis any pending updates of WordPress and the website plugins currently in use, ensuring website and plug-in compatibility and functionality upon installation.
- Ensure proper functionality/website recognition of the SSL certificate.
- Backup and maintain a current file library of all assets, files, and graphics for The Client's website.
- Run weekly security checks, and fix any malware or hacks found.
- Install code or plugins required to connect the website to third-party services.
- Update the website's content with new content provided by The Client.
- Maintain respect and confidentiality when handling private information of The Client's.
- Reply to The Client's inquiries within 24 hours, excluding weekends, or except when The Client has been previously notified of a period of limited availability.
- In the event of a fault with The Client's web hosting service provider, The Contractor will initiate an inquiry into the service disruption within 24 working hours of the issue being reported.

The Client affirms to:

- Provide bi-annually, scheduled payments of \$300.00 to Nate Hoffelder.
- Inform The Contractor **in advance** of any work performed on the website by a third-party.
- Separately compensate The Contractor for work that is outside of the regular scope of work at an hourly rate of \$100 per hour.
- Provide a point of contact (_____) for The Contractor who is able to respond within 48 hours.
- Indemnify and hold The Contractor harmless from any and all claims or demands arising out of any alleged libel or copyright infringement committed by The Client in hosting the website.

This agreement will remain in effect until canceled by one of the two parties. Any cancellation (by one of the two parties) must allow for one month's notice, provided that payment to The Contractor is up to date.

Nate Hoffelder

Name: __Nate_Hoffelder_____ Name: _____
Title: __web_designer_____ Title: _____
Main phone number: _571-406-2539_____ Main phone number: _____

Email: __natehoffelder@gmail.com_____ Email: _____
Date: _____ Date: _____
Signature: _____ Signature: _____