

LEGAL

Web Operations Retainer: Service Schedule

Last updated July 19, 2026

This schedule defines what the monthly retainer includes: unlimited small tasks worked one at a time, updates deployed with automated QA checks afterward, and alert review during business hours, all on a site kept online around the clock by managed, self-healing hosting.

Schedule A, version 1.0. Governed by the [Services Agreement](#). Your Order Form states your tier and price and cites the schedule version that applies to you; later revisions don't change an existing engagement without your written consent.

A1. Overview

LFW operates and maintains the Client website(s) identified on the Order Form (each a “Site”) on an ongoing monthly retainer. The Site must be hosted on a managed Hosting Provider approved by LFW (e.g., Kinsta or comparable). The Hosting Provider (not LFW) is responsible for uptime, availability, 24/7 infrastructure monitoring, automated self-healing, and infrastructure-level backups, as described in Section 3 of the Services Agreement.

A2. Included services

For each Site covered by the Order Form:

- **Small tasks: unlimited, one at a time.** Unlimited task requests, where each task takes up to thirty (30) minutes of hands-on work. One task is worked at a time per Site, in queue order (Client may reorder its queue at any time). Examples: content updates, plugin configuration changes, form changes, adding a page from an existing template, CSS fixes, image swaps, redirect rules, user account changes.
- **Updates.** WordPress core, theme, and plugin updates on a regular cadence, applied through the deployment process in A4.
- **Deployment management.** Version-controlled deployments with staging review where the Hosting Provider supports it.
- **Post-deployment QA.** Automated QA checks run after every LFW deployment (see A4).
- **Alert review.** Review of monitoring and Hosting Provider alerts during Business Hours, with action or escalation as appropriate.
- **Backup verification.** Periodic verification that Hosting Provider backups are running; restoration from an available backup when needed. On request, LFW can configure and manage a dedicated WordPress backup service (for example, VaultPress) for Client, billed as a pass-through of that service's own subscription cost.
- **Reporting.** A monthly summary of work performed, updates applied, and analytics highlights.

A3. What counts as a larger task

A request that would take more than 30 minutes, spans multiple templates or systems, or requires design or custom development is a "Project." LFW will flag it, provide a written fixed quote, and proceed only on Client's written approval. Projects are always a fixed fee agreed before work begins. LFW does not bill hourly. If the Order Form includes a monthly project allowance, approved quotes draw from it first.

A4. Deployments and QA checks

- Changes are deployed from version control, using a staging environment where available.
- After each deployment, LFW runs automated QA checks (for example: page-load checks on key URLs, visual regression checks on key templates, form-submission tests, and error-log review).
- If a deployment performed by LFW introduces a defect, remediation is LFW's highest-priority task during Business Hours at no additional charge, per Section 3.3 of the Services Agreement.
- LFW may decline to deploy changes it reasonably believes present an unacceptable risk, and will explain why and propose an alternative.

A5. Response targets

Response targets are measured in Business Hours from receipt of a request through the designated request channel.

	STANDARD TIER	PRIORITY TIER
ACKNOWLEDGE NEW TASK	1 business day	4 business hours
BEGIN DEFECT REMEDIATION (LFW-CAUSED)	Same business day	Same business day
BEGIN DEFECT REMEDIATION (OTHER CAUSES)	Next business day	Same business day

Response targets are good-faith service targets, not guarantees, and are not subject to service credits unless stated on the Order Form.

A6. Exclusions

The retainer does not include, and LFW is not responsible for:

- 24/7 or after-hours support, on-call coverage, or emergency response;
- hosting, DNS, domain registration, email delivery/deliverability, CDN, or other infrastructure services (these belong to the relevant third-party provider);
- website uptime or availability;
- security incident response beyond restoring the Site from an available Hosting Provider backup (deeper forensics or remediation is a Project);
- content writing, graphic design, redesigns, or new-site builds (available as Projects);
- defects caused by changes made by anyone other than LFW, by third-party plugin/theme/platform changes, or by the Hosting Provider (remediation is performed as a task or Project as appropriate);
- third-party license, plugin, hosting, or API fees (paid by Client unless the Order Form says LFW resells them).

A7. Fair use

The unlimited-task model assumes ordinary operational use. If sustained request volume indicates the retainer tier no longer fits (for example, a persistent queue that functions as full-time staffing), LFW will notify Client and propose a tier change; LFW will not silently degrade service.

A8. Client responsibilities

Client will (a) maintain its Hosting Provider account and pay hosting fees (unless resold by LFW), (b) designate an authorized request channel and requesters, (c) provide timely approvals and content, and (d) not make direct production changes without informing LFW (work needed to reconcile unannounced changes is billable as a task or Project).

A9. LFW Looking Glass

Included with the retainer: LFW captures the Site's key pages (rendered image and HTML) on a regular cadence and checks whether any link's destination changed while its visible label stayed the same, archiving both for reference and search.

This is a diagnostic record, not a backup. Looking Glass observes the Site the way a visitor does: it reads only what is publicly rendered. It cannot see, and does not capture, anything back-end-only: draft content, database rows never rendered publicly, configuration, or plugin settings. Restoring lost or corrupted content is a Hosting Provider backup matter (or a dedicated backup service under Section A2), not something Looking Glass performs. LFW maintains its own resilience practices for the archive it operates, sized to its role as a reference record rather than Client's primary backup; LFW may prune or age out older snapshot data as part of ordinary archive management, and there is no guaranteed minimum retention period unless stated on the Order Form.