

Support Service Level Agreement

Last Updated 2026

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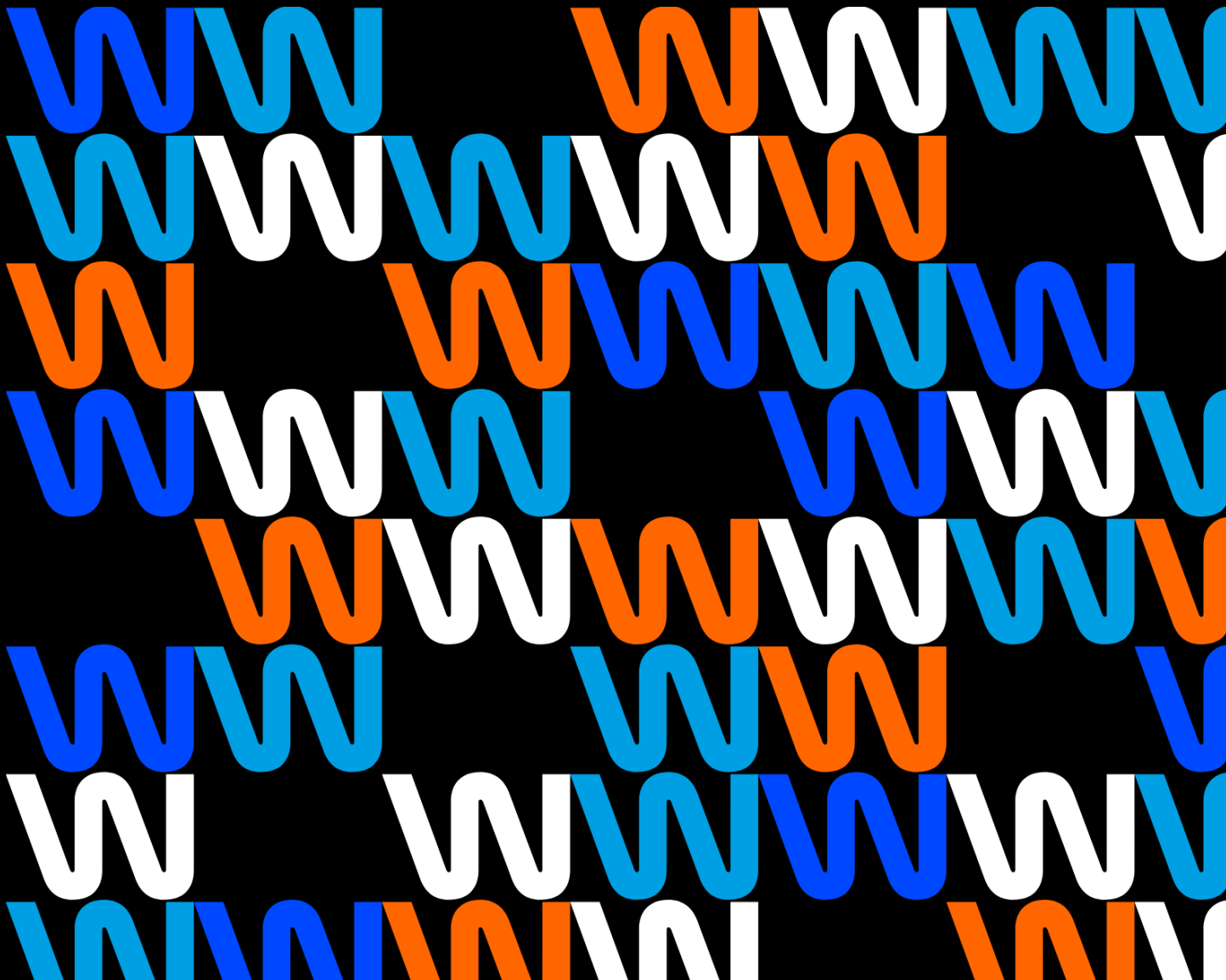
General Overview

This document defines the level of service provided by Web Results Direct Limited in respect of support which may be required that arises from our web design, hosting and digital marketing services. Our objective is to always provide a high quality of service to eligible clients by allowing the prioritisation of support requests and responding within specific timeframes.





Service Description & Scope

This Support Service Level Agreement specifically relates to those clients which have an agreed payment plan or other support arrangement in place, whether that be a maintenance plan, a fixed or variable allocation of time for support and development work, or an agreed hourly rate for such work.

Clients that do not have such an agreement should contact us and we will be pleased to discuss what support options might be suitable.

This agreement covers any support or hostin g services that have been explicitly agreed between the client and WRD either by way of email or other documented method.

For clients on a monthly plan, a maximum of two month’s unused time may be carried forward to the following month.



Requesting Support

If submitting more than one support request of a similar priority level you must tell us if you want these dealt with in a certain order, otherwise, they will generally be processed in the same order that we receive them.

Where we receive multiple requests for work from different people at the same company, these will generally be dealt with in the order they are received, unless you tell us otherwise. Where a support request is received that is of a higher priority than an existing request, unless you tell us otherwise, the higher priority request will normally be dealt with first.

When submitting requests, you can use the following contact details to reach our team. We'll aim to respond within on our response times laid out in section 4 below, and then provide an estimated fix time.

Ricky Dawn

+44 (0)1483 977 827

ricky@wrd.agency

Kyle Cooper

+44 (0)1483 974 218

kyle@wrd.agency

Emergencies

+44 1483 429 222

emergency@wrd.agency



Service Hours

Web support is provided between **9.30am and 5.30pm Monday to Thursday and 9.30am to 5.00pm Friday**. Unless urgent (see response times table below), issues that are raised after 3.30pm will be processed and responded to the next working day.

Out of hours email requests or telephone messages will generally be responded to the next working day.



Response Times

Web Results Direct will use the following guidelines to prioritize web support requests, with the goal of starting work on the problem within the target timeframe.

Other than level 1 requests, issues that are raised after 3.30pm will be processed and responded to the next working day.

Priority	Category	Example Issue	Approx. Response Time
1	**Urgent**	Website goes totally offline or is hacked	Within 2 business hours
2	**High**	Major functionality issue, such as important pages not loading properly or forms not working	Within 4 business hours
3	**Normal**	General updates/changes or minor functionality issue	Within 1 business day
4	**Low**	All other low priority requests	Within 3 business days

Note that the above are response times. We will aim to respond within these timeframes and will then provide an estimated fix time.

In the event of an urgent situation arising outside of working hours, please email emergency@wrd.agency and we will do our best to assist if at all possible.

Support Limitations

There may be times when we are unable to reply to support requests within the response times shown in the above table due to circumstances outside of our control, such as technology outages or other external factors. In such instances we will aim to respond as soon as we are able.

Actual response times may be shorter or longer than stated in the above table, depending on the volume of requests being handled at any one time.

Out of hours email requests or telephone messages will generally be responded to the next working day.

Customer Responsibilities

Customer responsibilities in relation of this Agreement include:

1. Using the contact methods described in section 3. (above) to request support services,

2. Providing sufficient and accurate information to allow us to assess the problem and provide an estimated fix time,

3. Updating us with any changes or additions to the support request that might occur between the request being raised and us fixing the issue,

4. Providing any information required for us to complete the work e.g. logins, images, copy etc

Escalation and Complaint Resolution

If for any reason you are not satisfied with the level of service received in relation to a web support request, please contact your account manager or our CEO Steve Cooper steve@wrd.agency.

Your case will be reviewed, and we will respond to you with the action taken.

Ready to step up your digital presence?

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