

Managed WordPress plans terms — working draft

Customer information draft | Updated 2026-09-02

Plain-language business draft. This is not legal advice or a final client agreement.

Service and price

SloanOps provides the Managed WordPress Care Plan for **\$100 per site per month**. The plan supports one standard WordPress website maintained on a SloanOps-supported hosting configuration.

SloanOps also offers Fully Managed WordPress for **\$350 per site per month**. It includes the Care Plan and up to **8 hours of content management per calendar month** for one standard WordPress site. Time does not roll over.

A standard migration of one existing WordPress site starts at a **\$250 one-time fee**. The approved quote confirms the final migration scope and price before work begins.

Optional domain registration and management

For **\$5 per domain per month**, SloanOps can register and renew one standard domain and manage the website-related DNS while the associated website subscription is active and paid. The client remains the registrant and legal owner. Availability is not guaranteed; premium, aftermarket, unusually priced, restricted, or specialized domains require a separate quote. See the domain terms draft.

WordPress migrations

The starting migration price covers transferring the existing WordPress files and database to a SloanOps-supported hosting configuration, setting up TLS, coordinating the DNS cutover, and checking standard pages, forms, logins, and supported plugins after launch.

WooCommerce, multisite, large media libraries, email changes, unsupported software, malware cleanup, broken-site repair, substantial redesign, and custom infrastructure are outside the standard migration and require a separate quote.

What the plan includes

- Managed hosting, TLS certificate renewal, supported WordPress core/theme/plugin updates, uptime monitoring, and routine security and performance checks.
- A concise monthly care report when the reporting process is active.
- Up to **30 total minutes of minor site-support work per calendar month**. Time does not roll over.

Minor support means small changes within the existing site structure, such as replacing client-supplied text or an image, correcting a link, changing hours, updating a service description, or Editor help. It does not include a new layout, custom code, a new integration, a new workflow, or a third-party purchase.

Fully Managed WordPress content management

The Fully Managed plan is for a client who wants SloanOps to publish and maintain routine site content. Within the included 8 hours, SloanOps can format and publish client-supplied posts, photos, announcements, and edits; update existing pages and business information; and make straightforward new pages using the existing approved layouts.

The client remains responsible for supplying or approving final content, images, permissions, business claims, legal notices, and other material to be published. Copywriting, editorial planning, original graphics or photography, SEO campaigns, new page templates, redesigns, custom development, new integrations, e-commerce operations, paid vendor services, and work beyond the 8 included hours are outside the plan.

Requests and support timing

Standard support requests are handled during normal business hours. SloanOps targets acknowledgement within **two business days**; completion timing depends on the request and any client approvals or third parties involved.

Uptime Kuma monitoring is the primary path for verified outage alerts. A monitored outage is prioritized for investigation. Email is not the emergency-alert channel. Third-party outages, DNS propagation, payment-provider problems, and vendor incidents may be outside SloanOps' ability to resolve.

Work outside the plan

If a request is likely to exceed the included time on the selected plan, SloanOps will discuss the work before proceeding.

- A clearly defined change may receive a fixed quote.
- Exploratory, changing, or ongoing work is billed at **\$125 per hour**, in one-hour increments, after written approval.
- Work likely to exceed one hour requires a custom quote or written hourly authorization before it begins, except where immediate action is reasonably needed to limit an active outage.

Examples: new pages/templates, redesigns, content writing, custom development, new forms/workflows, booking/CRM/email integrations, e-commerce work, migrations, SEO campaigns, analytics builds, and recovery from unsupported changes.

Access and ownership

The client receives WordPress Editor access by default. SloanOps retains administrator access to protect hosting, updates, monitoring, backups, users, and recovery. The client owns its supplied content and domain name.

Unless the domain add-on is selected, the client purchases and renews its domain and retains control of its registrar account. With the add-on, SloanOps manages registration, renewal, and website DNS while the client retains ownership. The client also owns its e-commerce payment-processor account and remains responsible for payment processing, fees, taxes, chargebacks, fulfillment, and customer obligations.

Licenses and vendors

The client is responsible for the cost and renewal of premium plugins, themes, SaaS products, stock media, and other third-party licenses. SloanOps can install client-provided supported licenses and will maintain routine updates for supported software as part of the plan. Unsupported, expired, or incompatible software may require separately approved remediation.

Backups and restoration

Backup and restore coverage is not included until SloanOps documents the backup configuration and completes a successful restore test for the site. DigitalOcean Droplet backups are full-system recovery images; they are not a promise of immediate or individual-file recovery, nor an independent/offsite backup service. Once activated, the customer record and monthly report will state the actual backup frequency, retention, most recent restore-test date, and known limitations.

Cancellation and changes

The final client agreement will define billing date, cancellation notice, handoff, export/transfer assistance, data retention, and any minimum term. Until then, do not offer self-service checkout for this plan.