Sample SOW: Website care and change hours

PixelCrayons | Sample for review | 9 October 2026

Use with the Agency Services Agreement, identified by date and version below. This sample does not authorise work. Complete the commercial fields and approve proposed terms before signature. Attach only this relevant SOW rather than the entire service library.

Provider: [Select ValueCoders India LLP for an Indian customer, or ValueCoders Services LLP for an international customer]. Contracting address: 703 Sector 15 Part 2, Gurugram 122001, Haryana, India. Agency: [full legal name and address].

Engagement particulars

Every service needs the following details, even where a published package is selected.

Field	Complete before payment
Parties and agreement reference	[Legal names; agreement date]
Client/project/account identifier	[Name or confidential identifier]
Selected service and exact scope	[Package, quantities, inclusions and exclusions]
Required inputs and permissions	[Inputs, owner, due dates]
Account manager and escalation contact	[Names and emails]
Agency approver	[Name and backup contact]
Channels and working calendar	[Hours, timezone, holidays and response targets]
Deliverables and acceptance	[Evidence/checklist for each output]
Start, review, completion or billing dates	[Dates and timezone]
Fees and payment	[Currency, tax, instalments, due dates]
Value allocation	[Deliverable/milestone values, totalling the fee]
Third-party costs and permissions	[Payer, subscriptions, usage caps, renewal, branding]
Data, AI and rights	[Approved access/tools, licences, processing addendum]
Commitment and exit	[Applicable schedule, notice, refund process]
Handover and support	[Files, access, records and support coverage]
Signatures	[Both parties, names, titles and dates]

For ongoing work, allocate the period fee across deliverables or reserved capacity. Unfinished work owed by the Provider does not simply expire on a calendar boundary. Never charge the same task under a package and again under shared hours.

Service-specific terms

Suitable for: a healthy supported WordPress brochure site or an eligible site portfolio.

List each covered domain, stack, baseline health, access, backup destination and exclusions. Record monitoring, daily backups with 30-day retention, monthly update/check activities and the defined restore coverage in the selected package. Agree maintenance windows, restoration prerequisites, incident contact and priority/response targets. A response target is not a guaranteed resolution time or uptime SLA.

Pre-existing malware, unsupported components, migration, commerce systems or major repairs require explicit assessment and a separately approved scope if outside the package. Record this before payment. Do not imply that every security incident or recovery cost is included in routine care.

Where change hours are included, state the base allowance, covered sites, agreed task estimates and monthly ledger. Up to 50% of the base change allowance may carry into one following active month. Use carried time first; it then expires. On downgrade, the carry cap is 50% of the smaller allowance. Available time unused by the Agency has no cash redemption. Time the Provider could not supply requires agreed replacement, credit or refund.

Extra hours require prior approval at the agreed rate, normally USD 28/hour. Provider errors are corrected without consuming change hours. Routine care remains included and is not counted again as a change task.

Fees are monthly in advance without a multi-month minimum. Cancellation received before the next billing date prevents renewal after the paid period; record that date and timezone. Provider-undelivered work remains subject to completion or refund remedies. At exit, supply the agreed current backup, change log, account/access information and transfer instructions; specify retention and deletion dates. Do not promise continuing monitoring after the paid service ends.

Incident boundaries: record what counts as urgent, the staffed support window, how to raise an incident and the backup contact. Outside-hours work is available only if explicitly contracted. Specify recovery-point and recovery-time targets only where actually supported, with restore-test cadence and responsibility for backup access. A backup is not a guarantee against all data loss. Emergency changes need approval unless the SOW pre-authorises a defined containment action. Separate licence expiry and vendor outages from Provider-caused defects, and document unresolved risks at onboarding.

Deliverable and commercial record

Output or reserved capacity	Acceptance evidence / availability record	Due date / period	Allocated fee
[Specify]	[Objective checks]	[Date and timezone]	[Currency and amount]

Total fee: [amount and currency]. Payment dates: [dates]. Third-party costs: [itemised approved costs or None]. Proposed terms accepted or varied: [identify each selection]. Supporting MSA version and date: [identify and attach]. The allocated values must total the agreed fee. This SOW does not override legal terms unless an express signed variation identifies the relevant MSA clause.

Approval and signatures

Provider authorised signatory: [name, title, signature, date]. Agency authorised signatory: [name, title, signature, date]. The Provider and Agency each receive the completed MSA and SOW, including attachments, before signing.