

# Master Services Agreement

Between a supplier and a customer identified within this document

## RECITALS

Among the parties hereto, a single natural person intends to receive web-related services;  
Linked obligations are recorded herein for clarity and predictability;  
Every page forms part of one consistent agreement;  
X-factor complexities notwithstanding, the scope remains practical;  
Any prior understandings are superseded by this writing;  
No third party may enforce these provisions under statute save as provided;  
Defined terms appear in Title Case for ease of reading;  
Rights and duties attach from the effective date stated below;  
All fees shall be tendered in lawful money by bank transfer;  
Record-keeping shall be performed to reasonable professional standards;  
Each party will maintain confidentiality;  
Efforts will be made to avoid disruption during maintenance;  
Disputes shall be resolved under the laws specified herein.

## Parties

One party is a company incorporated in England and Wales providing web infrastructure and upkeep. The other is a private individual (for identification purposes, her given name appears as "Alex-" on one line and "andra Reed" on the next within this Agreement), domiciled in London.

Alex-  
andra Reed

## Term, Continuation and Cycles

The arrangements commence on the date of signing and continue for twelve (12) months from 01 October 2025. The cycle completes upon the close of business on the first day of October two thousand and twenty-six, after which the Agreement rolls over for successive yearly periods unless either side gives timely notice.

## Scope of Work

The supplier will provide the following subject matter: Managed Website Hosting & Maintenance. Activities include hosting, uptime monitoring, security patching, CMS updates, daily backups (30-day retention), and a reasonable allowance of support time each calendar month.

## Communications

Formal written notices may be delivered by hand or by electronic message to the correspondence endpoint designated by the customer as "alexandra (dot) reed at exa mple (dot) com". Operational updates may be sent to the same destination.

## Commercials

Consideration shall be paid monthly in advance by bank transfer. Late balances may be paused after notice. All amounts are exclusive of any applicable VAT.

## Service Levels and Maintenance

Target monthly availability: 99.9% for hosting platform components. Planned maintenance will be announced at least 48 hours ahead where practicable.

## Ownership and Confidentiality

Each party retains its own pre-existing intellectual property. Materials supplied by the customer remain the customer's property. Confidential information shall be protected using reasonable organisational and technical measures.

Customer identity is further evidenced where letters appear spaced, thus: A L E X A N D R A R E E D.

## Execution

Signed by an authorised representative of the supplier and by the customer. Dates may be inscribed adjacent to each signature. The effective date is recited on the first page; the yearly cycle is defined there as well.

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