Website care: Service Level Agreement (SLA)

Yoke Enterprises Ltd, trading as Yoke Health. Updated October 2026.

This agreement sets out what to expect when you raise a support request, so we can give you an excellent standard of service in the best time frame possible.

Support requests

Every request is raised through your dedicated helpdesk, open 24 hours a day, 7 days a week. Raising a request alerts our triage team, who set its priority and action it within the response and resolution times below. You can follow its progress on the helpdesk at any time.

Please include as much detail as you can: links, screenshots or screen recordings, and any logins or access details we will need.

One request per issue, please. Duplicate requests cause confusion and can delay the fix.

Sometimes we mark a request as Blocked and tell you why on the request, for example while we wait for more information from you, or for your approval of work that may briefly affect the issue.

Every fix is fully quality checked, so that resolving one issue does not cause another.

Helpdesk hours

The helpdesk is open 24/7, and every request alerts the triage team as it arrives. Urgent requests, where the site is down or your users are affected, are actioned at any hour, including weekends and bank holidays.

Our development team works 09:00 to 17:00, Monday to Friday, excluding bank holidays. High, Normal and Low requests raised outside those hours are actioned from the start of the next working day.

Response and resolution times

The tables below set out our target times for live websites and for websites in development. A target can occasionally be missed where a third party is involved.

Live websites

Priority	What it means	First response	Target resolution
Urgent	The website as a whole is not working as expected, for example the site is down and unreachable, or the site is up but users are affected (such as an invalid SSL certificate).	1 hour	3 hours
High	The website is working, but a small number of issues are affecting users, for example an account page redirecting wrongly.	3 hours	6 hours
Normal	An improvement or addition. We log it as new work and agree timing with you.	4 hours	Scheduled as new work

Priority	What it means	First response	Target resolution
Low (monitor)	You ask us to keep an eye on something. We monitor it with automated tools for 48 hours before marking it resolved, unless it is escalated.	Not applicable	Not applicable

Websites in development

Priority	What it means	First response	Target resolution
High	The website as a whole is not working as expected, for example the site is down and unreachable, or the site is up but users are affected (such as an invalid SSL certificate).	4 hours	6 hours
Normal	The website is working, but a small number of issues are affecting users, for example an account page redirecting wrongly.	8 hours	8 hours
Low	A request outside the agreed brief. We log it as new work and agree timing with you.	8 hours	Scheduled as new work

Monitoring your website

Alongside round-the-clock uptime monitoring, we run a hands-on check of your website every week to make sure it is running correctly and well.

After any change that affects the whole site, such as a WordPress, theme or plugin update, we check the site from a visitor's point of view to make sure nothing has broken.

Where a third-party plugin or service introduces a bug, we roll it back to the last version that worked until we and the supplier are confident it is fixed. We also tell you about third-party updates, so you can test anything that matters to you.

Signed for the client

Name:

Title:

Date:

Signed for Yoke Enterprises Limited

Name:

Title:

Date: