

WordPress Maintenance Plan Buyer's Checklist

12 questions to ask before you hire a maintenance company, and what a good answer sounds like.

Experience and hosting

- ☐ **1. How long have you been doing this?** Good answer: years of steady work, with clients who have stayed.
- ☐ **2. Can you move my site to your hosting, and who does the work?** Good answer: "We'll handle it," without needing your old designer.
- ☐ **3. Where is my site hosted, and who manages the servers?** Good answer: specific servers and locations, and they fix server problems themselves.

Updates and backups

- ☐ **4. How often are updates done, and does anyone check the site afterward?** Good answer: a regular schedule, with checks after each round.
- ☐ **5. How often are backups made, where are they stored, and how long are they kept?** Good answer: daily, off your server, kept for weeks.

Security and support

- ☐ **6. Is malware cleanup included, or is it extra?** Good answer: included while you're on the plan.
- ☐ **7. How is uptime handled?** Good answer: monitored, quick action when it's down, and servers that recover on their own from common problems.
- ☐ **8. How fast is support, and who actually answers?** Good answer: same-day help from a real person who knows WordPress.

Changes and requests

- ☐ **9. Are content changes included, or billed separately?** The question most buyers skip. Find out exactly how changes are handled and what they cost.

Terms and access

- ☐ **10. Is there a contract or a setup fee?** Good answer: month-to-month, no setup fee.

- ☐ **11. What happens if I leave?** Good answer: you get access and a backup, without a fight.
- ☐ **12. How do you access my site?** Good answer: you invite them as their own user. Never share your password.

Red flags

"Unlimited" anything · Annual contracts with no easy way out · Updates with no checks afterward · Vague support promises · Your password, requested by email

From MaintainPress, your on-call WordPress team since 2009 · maintain.press