

Terms of Service Agreement

# Your Web Tech Team



## Terms of Service Agreement

[YourWebTechTeam.com](http://YourWebTechTeam.com)

Revised: April 11, 2010

## Terms of Service Agreement

This document contains the terms of service for YourWebTechTeam.com and the services they therein provide. The following terms of service outlines the specific services provided by YourWebTechTeam.com and their employees and/or those acting specifically on behalf of YourWebTechTeam.com.

### Work Task Support Tickets

All work performed by YourWebTechTeam.com has been specifically requested by clients who have ordered work via one of our service packages.

All work requests from clients require a work order ticket, that must be submitted via the online Support Help Desk <http://YourWebTechTeam.com/client-support/>

The online Support Help Desk provides a record of all work and a systematized method of receiving work orders. It is a necessary element to help us maintain a high level of customer service.

### Work Task Limitations

Platinum Support - \$499 per month - 160 tasks

Platinum Plus Support - \$699 per month - 320 tasks + up to two 30-minute phone calls per week with a Project Coordinator

Elite Personal Assistant - \$1,600 per month and access to a Virtual Assistant up to 40 hours per week via phone, email or Skype

A work task is defined as a specific job or event being requested by a client and how many tasks used, depends on the work being performed. Think of a task like a game token: some games require more tokens. Same is true with work tasks, some work requires more tasks to get the job done.

For example:

1. uploading a graphic is 3 tasks;
2. setting up an add-on domain is 2 tasks;
3. installing a blog is 10 tasks

TOTAL of all above work tasks: 15

Even if all of the above three example job requests are requested in one help support ticket, they will in fact incur fifteen total tasks. Exception to this is daily backups - daily backups count as one (1) task per month, not per day.

So the limit is not 160 or 320 support *tickets*; but in fact the limit is up to 160 or 320 work

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*tasks*. We are not logging hours, we are logging tasks. This is actually a great benefit to our clients.

It is okay to submit multiple work tasks in one support ticket, but individual tasks are tallied.

### **Tasks Renew - Not Rollover**

Tasks renew each month on the anniversary of the day you signed up for service (1<sup>st</sup> of each month, 7<sup>th</sup> of each month, 20<sup>th</sup> of each month, etc...). Unused tasks expire at the end of each month. Tasks do not rollover from one month to the next.

### **Purchasing Additional Monthly Tasks**

If you exceed your tasks prior to renewal the next month, you may purchase additional tasks at *\$5 per task*; or, if you believe your work load will consistently be at this new level, you may upgrade. Contact us about upgrading.

### **Task Tracking**

Our ticket system tracks tasks charged per ticket. You can log into your client area and search/view open and/or closed tickets and search by a date range to determine how many tasks you have used in any given service package month.

Platinum Plus clients' tasks are tracked for them by their Project Coordinator.

## **[View the Task List](#)**

### **Normal Business Hours**

Our normal business hours are:

Monday - Friday

9:00 am - 5:00 pm Central US time

We are closed Saturday, Sunday and most major US holidays.

### **Work Completed in a Timely Manner**

All tasks will be *acknowledged* with 24 hours of receipt, *or* on the next business day, if a support ticket is sent outside of our normal business hours.

Most tasks can be completed within 3-5 days of receipt, during normal business hours. However, it depends on the task being requested as to how long the work will actually take - complicated script installs, writing, custom design work and/or multiple task requests submitted simultaneously will obviously take more time to complete.

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Indicating a task priority order of desired completion, when submitting more than one task within a support ticket, is advised, to ensure your most necessary work is completed first.

### Rush Fee for High Priority/Urgent Work

If you have a task, or a web site or blog tech 'emergency' that you need done quickly; you may submit a High Priority status Support Ticket with your request, and we will do our best to assist you.

There is an additional **10 tasks charged for High Priority Status Work Requests, in addition to normal tasks charged for the work requested.** This rush task charge, is for all work task requests outside of normal business hours, or work that needs to be done ASAP, and possibly put ahead of other clients in the queue.

### Monthly Service Package Payments

Every service package we offer is a recurring monthly billing in the amount indicated when you made your purchase; and will be automatically charged to your account each month on the anniversary date of your initial service package order. For example, if you signed up for our service on the 17<sup>th</sup> day of the month, then on the 17<sup>th</sup> day of every month thereafter you will automatically be billed.

Any accounts incurring failed billing methods beyond a 5 day grace period past the due billing date, will be subject to suspension of all services until the account is paid in full.

Repeated failed billings or late payment are subject to dismissal from our services.

### Work Satisfaction Guarantee

We will do our best to ensure client satisfaction of our work; it is our desire that each of our clients be satisfied with our services. Customer satisfaction and customer service is a top priority for us. If it's not right, we will do everything in our power to make it right. That's our customer satisfaction guarantee.



### Refunds

As we are a service based business, with ongoing expenses and employees, we do not offer refunds of monies paid for our already reduced rate monthly packaged services.

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### Canceling Your Service Package

Should you find you no longer require our services, you may cancel your subscription at any time via your PayPal account. Your account will remain active until prior to the next billing cycle. [Http://YourWebTechTeam.com/support/](http://YourWebTechTeam.com/support/)

### Client Cancellation Probationary Period

We do not require our clients to agree to a required minimum months of service when they sign-up for our services. Thus clients are free to cancel their service any time prior to the next month's billing. However, any client who chooses to cancel their service will be placed on a 9 Month Probationary Period during which they will be unable to sign-up again for our services.

This probationary period is to discourage clients from signing up for service, getting all their tasks completed and then canceling our services to avoid paying the monthly fee. Only to then - sign-up again in two or three months time when they need more work done. Our pricing is low, because the volume of the monthly recurring billing allows us to keep them low.

After the nine month probationary period has ended, clients are then able to sign-up for our services once again, should we be accepting new clients at that time.

### Confidentiality & Security

We strive ourselves on maintaining high confidentiality and will take the utmost care to ensure the security of our clients' pertinent information; including usernames, passwords and documents shared in the course of work performed. We will not divulge, share or reveal your private and security sensitive information with anyone outside of our screened and trained Team.

### Non-Disclosure Agreement

We require all Team members of Your Web Tech Team to sign Non-Disclosure Agreements (NDA) to ensure the utmost privacy protection for our clients.

### Service Packages

Below is a detailed list of services provided within each of our packages. This listing is subject to change, and should a change occur, clients will be notified.

Platinum Support - \$499 per month - 160 tasks

Platinum Plus Support - \$699 per month - 320 tasks + up to two 30-minute phone calls per week with a Project Coordinator

[View the Task List](#)

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Elite Personal Assistant - \$1,600 per month and access to a Virtual Assistant up to 40 hours per week via phone, email or Skype

In addition to the tasks found on our Task List, **Elite Personal Assistant** level clients also receive the following additional exclusive services not available with our other service package levels:

- Backlinking for SEO
- Custom graphic design
- Custom web design
- eCommerce Setup & Management
- Help Desk Management
- Membership Site setup & management
- Social Media account setup, customization & management

If you exceed your tasks prior to renewal the next month, you may purchase additional tasks at *\$5 per task*.

### Agreement of these Terms of Service

Payment received triggers your monthly subscription to your chosen managed service package.

Receipt of client payment also acts as a digital signature, full acknowledgment and agreement to these terms of service as stated herein.

### Contact Us

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