

Terms of Service Agreement

# Your Web Tech Team



## Terms of Service Agreement

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

Revised: December 31, 2009

## 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 Gold Level Support Service or Silver Level Support Service.

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

Silver Support **40 work tasks limit** for each 30 day period. \$249 per month

Gold Support **80 work tasks limit** for each 30 day period. \$349 per month

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 1 task;
  2. setting up an add-on domain is 1 task;
  3. installing a blog is 5 tasks
- TOTAL of all above work tasks: 7

Even if all of the above three example job requests are requested in one help support ticket, they will in fact incur seven 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 40 or 80 support *tickets*; but in fact the limit is 40 or 80 work *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.

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### 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 *\$4 per task*.

### Task Tracking

We use individual spreadsheets per client that are uploaded to Google Docs, with access given to each client for them to view their personal spreadsheet to see how many tasks they've used so far that month to date. All spreadsheets are private between our Team and the client. These spreadsheets are not publicly visible to those without access permissions.

### Normal Business Hours

Our normal business hours are:

Monday - Friday

8:00 am - 6:00 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 48 hours 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.

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 Urgent Work

If you have a task, or a web site or blog tech 'emergency' that can not wait until the the next business day normal hours of operation; you may submit an Emergency Help Support Ticket with your request, and we will do our best to assist you.

There is an additional **5 tasks charged for Rush 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.

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## 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.

## Canceling Your Service Package

Should you find you no longer require our services, you may send a Support Ticket in the online Support Help Desk requesting your account be canceled. Your account will remain active until prior to the next billing cycle. <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.

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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 in-house staff.

### Non-Disclosure Agreement

We require all employees 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.

**Gold Level Package : \$349** per month = **80 tasks**

<http://yourwebtechteam.com/Order-Gold/>

**Silver Level Package : \$249** per month = **40 tasks**

<http://yourwebtechteam.com/Order-Silver/>

If you exceed your tasks prior to renewal the next month, you may purchase additional tasks at *\$4 per task*.

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<p><b>Blogs</b> -----</p> <p><b>Blog installation</b>, includes core plugins &amp; theme install : 5</p> <p><b>Blog setup configuration</b> : 3</p> <p><b>Blog theme installation</b> : 1</p> <p><b>Blog Plugin install &amp; configuration</b>: 2</p> <p><b>Blog upgrades</b> : 5</p> <p><b>Blog transfer to a new web host</b> : 5</p> <p><b>Blog theme design (custom)</b> : 20</p> <p><b>Blog theme customization (existing theme customized)</b>: 7</p> <p><b>Plugin upgrade</b>: 1</p> <p><b>Premium blog theme upgrade</b>: 5</p> <p><b>Import old blog into WordPress</b> (does <u>not</u> include new WP setup):3</p>	<p><b>cPanel/Hosting Related/Email</b> -----</p> <p><b>New email accounts</b> (Domain, Gmail) : 1</p> <p><b>Add-On Domain setup</b>: 1</p> <p><b>Subdomain setup</b> : 1</p> <p><b>Upload Files</b>: ebooks, graphics, etc... : 1</p> <p><b>Setup affiliate link redirection/cloaking</b> : 1</p> <p><b>Hosting Recommendation:</b> <a href="http://genesisHGhosting.com">http://genesisHGhosting.com</a></p>
<p><b>eCommerce</b> -----</p> <p><b>PayPal 'buy-it' buttons</b> (setup/configure &amp; add to site/blog) : 5</p> <p><b>Wahmcart</b> (Initial setup/config: add/edit up to 2 products, setup autoresponder &amp; affiliate areas) : 10</p> <p><b>Wahmcart - add new product</b>: 2 per product</p> <p><b>WordPress ecommerce plugin</b> (install, configure &amp; add up to 2 products) : 5</p> <p><b>Full eCommerce store setup</b> (system used varies, based on requirements) : 20</p> <p><b>Ad Sense setup/install</b> : 5</p> <p><b>Ad Banners inserted</b> : 3</p> <p><b>Kunaki DVD/CD product setup</b>: 10 per product (includes creation of Master)</p>	<p><b>Web site</b> -----</p> <p><b>Custom web site design</b>: 20</p> <p><b>Web site file install</b> : 1</p> <p><b>Web site page editing/updates</b> : 3</p> <p><b>Transfer web site to new web host</b> : 5</p> <p><b>Squeeze page setup*</b> : 5</p> <p><b>Sales page setup*</b> : 5</p> <p><b>Order page setup*</b> : 5</p> <p><b>Download page setup*</b> : 5</p> <p><b>Thank you page setup*</b> (after ordering or after autoresponder subscribe) : 5</p> <p><b>Mini site setup+</b> : 5</p> <p>* = adding a new page to your existing site, using the same theme/design, adding necessary opt-in forms, download links, order buttons - with text provided by client. <i>A different design/theme (using a template) is 8 tasks</i></p> <p>+Mini sites setup using a template</p>

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<p><b>Writing/Editing</b> -----</p> <p><b>Blog post <u>OR</u> Article</b> (keyword research) : 3 per post/article  <b>Blog post <u>OR</u> Article</b> (no keyword research) : 2 per article/post  <b>PLR Re-writes/editing</b> : 2 per article</p>	<p><b>Autoresponder</b> -----</p> <p><b>Autoresponder email writing</b> (writing only) : 2 per email  <b>Autoresponder email writing &amp; management</b> (writing &amp; adding to autoresponder service) : 3 per email  <b>Autoresponder create a new list:</b> 1  <b>Autoresponder add emails to send</b> (no writing):1 task per email</p>
<p><b>Script Install</b> (does not include purchase of paid scripts) -----</p> <p><b>Joomla</b> : 10  <b>aMember</b> : 10  <b>iDevAffiliate</b> : 10  <b>Message Forums</b> : 10  <b>Live Chat script</b> : 10  <b>Help Desk script</b> : 10  <b>WishList Member:</b> 10</p>	<p><b>Backups, Stats Tracking &amp; Reporting</b> -----</p> <p><b>Google Analytics setup/install</b> : 5  <b>Monthly stats reporting</b> : 1 per month per domain  <b>Blog daily backups:</b> 1 per month per blog  <b>Web site daily backups:</b> 1 per month per web site</p>
<p><b>Social Media</b> -----</p> <p><b>Twitter acct. setup:</b> 1  <b>Twitter acct. setup Deluxe:</b> 15          (avatar, background &amp; 10 followers secured)  <b>Facebook personal acct. setup:</b> 1  <b>Facebook personal acct setup Deluxe:</b> 10          (avatar added &amp; 10 friends secured)  <b>Facebook Fan Page:</b> 15          (add your logo, biz info + 25 fans &amp; vanity URL secured)  <b>YouTube acct setup:</b> 1  <b>YouTube channel config:</b> 10          (avatar, config. background/colors)  <b>Add YouTube video to a site:</b> 1</p>	<p><b>Graphic Design</b> -----</p> <p><b>Logo Design</b> : 20  <b>Sales page graphics</b> : 20  <b>eBook cover</b> : 20  <b>Twitter custom background:</b> 10  <b>Kunaki DVD cover graphics:</b> 20  <b>Customize Existing Graphic (PSD):</b> 10</p>

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### Misc.

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**Phone consultation:** 5 tasks per each 30 minutes

**RUSH Service** - to get work done ASAP: 5 tasks (in addition to the normal tasks for the work needed)

Need a service not listed - email us:  
[support@yourwebtechteam.com](mailto:support@yourwebtechteam.com)

### Gold Level Package

**\$349** per month = **80 tasks**

**Order Gold:**

<http://yourwebtechteam.com/Order-Gold/>

### Silver Level Package

**\$249** per month = **40 tasks**

**Order Silver:**

<http://yourwebtechteam.com/Order-Silver/>

Tasks do not rollover - they renew each month on the day you joined.

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### 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.