

Your Web Tech

**T.E.A.M.**

---

**Technical eBusiness Assistance & Management**

# Terms of Service Agreement

<http://YourWebTechTeam.com>

Please note that included within this document are the two separate terms of service agreements, each applicable to their specified type of service package available through Your Web Tech Team.

## Definitions

**Task** = a unit of measure assigned to work performed. Think of tasks like game tokens; some games require just one token – other/ tasks require more.

**Task List** = a listing of all the services that we offer and the tasks charged for each service <http://yourwebtechteam.com/ywtt-task-list.pdf>

**Project Coordinator** = for our Platinum Plus clients we offer the extra service of up to two phone calls per week with a member of our Team who will make note of work the clients needs accomplished and enter tickets into the system on behalf of the client so the work can be completed by our Team.

## Long-Term Outsourcing Solutions Terms of Service Agreement

This agreement pertains to our original monthly outsourcing service packages that incur ongoing monthly billing.

### 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 – up to 80 tasks per month

**Platinum Plus Support** - \$599 per month – up to 160 tasks + up to two 30-minute phone calls per week with a Project Coordinator

**Elite Personal Assistant** - \$1,200 per month and access to a Virtual Assistant up to 30 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. So the limit is not 80 or 160 support tickets; but in fact the limit is up to 80 or 160 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.

## Long-term Package Tasks Renew – Not Rollover

Tasks renew each month on the anniversary of the day you signed up for service (1st of each month, 7th of each month, 20th 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.*

## QuickSourcing Terms of Service Agreement

This agreement pertains to our short-term QuickSourcing service plans.

### 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.

### QuickSourcing Service Packages

#### Bronze Level Service – 20 tasks

	<u>One Month</u>	<u>3 Months</u>	<u>6 Months</u>
Monthly	n/a	\$284	\$284
Paid in Advance	\$299	\$807	\$1,614

#### Silver Level Service – 40 tasks

	<u>One Month</u>	<u>3 Months</u>	<u>6 Months</u>
Monthly	n/a	\$379	\$379
Paid in Advance	\$399	\$1,023	\$2,046

### QuickSourcing Rollover Tasks

Tasks for our QuickSourcing service packages DO roll-over. You may 'bank' no more than 3 times your monthly task limit for your chosen service level package.

*For example, if you signed up for Bronze service and have 20 tasks per month, you may bank up to no more than 60 tasks.*

Task banking and roll-overs renew each month on the anniversary day you signed up for service.

*For example, if you signed up for service on the 10<sup>th</sup> day of the month, on the 10<sup>th</sup> day of the next month, you will get another 20 tasks available to you when your account is billed for that month.*

Unused tasks at the end of your short-term package are forfeited and not saved, nor are they available for future use. Unused tasks are not redeemable for cash.

### **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.

**Task List is found here:**

<http://yourwebtechteam.com/ywtt-task-list.pdf>

### **Business Hours**

Monday – Friday | 9:00 am – 5:00 pm Central US time

Closed Saturday, Sunday and US holidays

Visit <http://YourWebTechTeam.com> to order your desired service package.