



Outsourcing Services and Outsourcing Management

SERVICE LIST TERMS OF SERVICE

Revised: May 29, 2011

Service List

As service providers, we strive to provide a wide variety of services for our clients. Below is a list of the most commonly requested services we provide.

If you require a service that is not listed below, contact us to see if we are able to provide that service for you.

Always ask!

- ✓ WordPress installation
- ✓ WordPress upgrading
- ✓ WordPress plugin installation
- ✓ WordPress plugin upgrades
- ✓ WordPress theme installation
- ✓ WordPress theme customization*
- ✓ WordPress theme upgrades
- ✓ Adding content to your web site**
- ✓ Updating content on your web site**
- ✓ Squeeze page/Sales page setup
- ✓ Download/thank you page setup
- ✓ Setting up your 1ShoppingCart, Premium Web Cart or Wahmcart system***
- ✓ Adding products to your shopping cart system
- ✓ Setting up an autoresponder list*****
- ✓ Adding emails to your autoresponder list
- ✓ Adding opt-in forms on your web site
- ✓ Setting up, configuring and integrating Wishlist member****
- ✓ Submission of your documents (PDFs) to doc sharing sites
- ✓ Submission of your articles to article directories
- ✓ Facebook page creation: create the page, add your basic information and logo or image
- ✓ Creation of a custom Facebook page landing tab
- ✓ Twitter account setup
- ✓ Twitter profile design
- ✓ YouTube account setup
- ✓ YouTube channel design
- ✓ Create new email accounts in your hosting control panel
- ✓ Create new gmail accounts

*Graphics (headers, logos, etc..) must be provided by the client.

** Content must be provided by the client.

*** We work primarily with 1Shoppingcart, Premium Web Cart and Wahmcart. If you use a different shopping cart system, discuss it with us to see if we can provide services for your cart system. Clients must purchase an account with the shopping cart system of their choice, and we will do the setup and configuring.

**** Clients must purchase their own Wishlist Member license, and we will install, configure and integrate Wishlist with their site and their shopping cart and autoresponder service.

***** Clients must secure an account with the autoresponder service of their choice.

How to Hire Your Web Tech Team

Email Traci to schedule a time to chat by phone or Skype. We prefer to speak with potential clients personally. traci@yourwebtechteam.com

Terms of Service

Work week: Monday through Friday, 9:00 am – 5:00 pm Central time.

Holidays: Your Web Tech Team offices are closed for the following US holidays:

- | | |
|-----------------|---|
| x New Years Eve | x Thanksgiving Day |
| x New Years Day | x 'Black Friday' - day after Thanksgiving |
| x Good Friday | x Christmas Eve |
| x Memorial Day | x Christmas Day |
| x Labor Day | |

Contract Labor & 1099 Forms: Your Web Tech Team's role within your organization is as contract labor; not as an employee. We claim income received, and as such, expect to receive a form 1099 from our clients for tax purposes.

Communication: clients are responsible for communicating to Your Web Tech Team the work they need to have done. Communication can be by:

- The client's ticket or project management system
- Email
- Skype
- Phone

If you have a question, suggestion, concern or issue with our service, please communicate with us. We cannot address any issues, if we don't know about them. :)

Payment for Services: Our services are setup as recurring monthly billing on a flat-monthly fee/retainer system with payment made in advance for the current's month's work. Most clients are automatically billed each month via PayPal; however, manual invoicing and payment by check or credit card (outside of PayPal) is also an option.

No contracts: Our services are month-to-month, with no contracts.

No refunds are provided, should a client choose to cancel services.

3 Elite Service Levels

Mini-Elite Services = up to 10 hours of work per week

A nice size package for those either just getting started with outsourcing, or those who need just a little regular outsourcing help.

Recurring Billing: Mini-Elite client services provided by Your Web Tech Team are billed as *recurring monthly retainer payments*, and are due in advance of the current month's work.

10 Billable Hours Weekly: Mini-Elite clients are allowed up to 10 billable work hours per week.

No Roll-overs: Weekly billable hours do not roll over; they expire at the end of each work week.

Extra Billable Hours Charge: Elite clients occasionally requiring more than 10 billable hours in an individual week, will be billed \$60 per hour for every additional hour over the allotted 10 hours. If you are frequently going over your weekly hours, perhaps it's time to upgrade!

Work Completion Times: We strive to complete most work within 48 *business hours* of submission. However, actual completion times may vary due to complexity of work, total billable hours of work client has already submitted and/or urgent projects client submitted that would pre-empt work on other projects.

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Intermediate Elite Services = up to 20 hours per week

A nice size package for most entrepreneurs needing quite a bit of help.

Recurring Billing: Intermediate Elite client services provided by Your Web Tech Team are billed as *recurring monthly retainer payments*, and are due in advance of the current month's work.

20 Billable Hours Weekly: Intermediate Elite clients are allowed up to 20 billable work hours per week.

No Roll-overs: Weekly billable hours do not roll over; they expire at the end of each work week.

Extra Billable Hours Charge: Elite clients occasionally requiring more than 20 billable hours in an individual week, will be billed \$60 per hour for every additional hour over the allotted 20 hours. If you are frequently going over your weekly hours, perhaps it's time to upgrade!

Work Completion Times: We strive to complete most work within 48 *business hours* of submission. However, actual completion times may vary due to complexity of work, total billable hours of work client has already submitted and/or urgent projects client submitted that would pre-empt work on other projects.

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Elite Entrepreneur = up to 30 hours per week

The perfect package for busy entrepreneurs needing nearly full-time help.

Recurring Billing: Elite Entrepreneur client services provided by Your Web Tech Team are billed as *recurring monthly retainer payments*, and are due in advance of the current month's work.

30 Billable Hours Weekly: Elite Entrepreneur clients are allowed up to 30 billable work hours per week.

No Roll-overs: Weekly billable hours do not roll over; they expire at the end of each work week.

Extra Billable Hours Charge: Elite clients occasionally requiring more than 30 billable hours in an individual week, will be billed \$60 per hour for every additional hour over the allotted 30 hours. If you are frequently going over your weekly hours, perhaps it's time to upgrade!

Work Completion Times: We strive to complete most work within 48 *business hours* of submission. However, actual completion times may vary due to complexity of work, total billable hours of work client has already submitted and/or urgent projects client submitted that would pre-empt work on other projects.

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