



# Technical Services Agreement

## Technical Services Agreement

All support levels offered and provided are subject to this Technical Services Agreement (“Agreement”) made between YCS-Consultants LLC (“YCS Consultants”) and any person or business (“Client”) who signs quotes, pays for, or utilizes any of the associated services within this agreement.

By utilizing services, a client expressly agrees to and consents to be bound by all of the terms of this agreement. The client must immediately notify YCS Consultants if they do not agree to the terms of this agreement to immediately cease services.

1. Support Availability: Support hours are Monday through Friday, 8 a.m. - 4 p.m. Pacific Standard Time.
2. Terms of Support: Terms of support are subject to revision at any time and without notice. All services are provided on a month to month basis commencing on the first date of payment. Clients may terminate this Agreement for any reason, but are not entitled to any refund of paid fees.
3. Service Level Agreement (“SLA”): Definitions in this services level agreement are to be utilized as guidelines for how to best define a support query or issue. Defining the level of any query or issue is left to the sole discretion of YCS Consultants.
  1. **Urgent**: Critical business operations are blocked with no reasonable alternative workaround. An example of this would be all orders are unable to sync.
    1. **First Response**: 4 business hours
    2. **Resolution**: 1 business day
  2. **High**: Critical business operations are slowed or have unexpected errors that have viable but non-sustainable workarounds. An example of this may be that certain order



and do not interfere with business operations or have reasonable and semi-sustainable workarounds. An example of this would be product synchronization not correctly updating images or a settlement sync mapping requires amendment.

1. **First Response:** 1 business day

2. **Resolution:** 5 business days

4. Low: Feature request or ongoing bug. These issues will continuously be evaluated for resolution but may never be fully resolved.

1. **First Response:** 3 business days

2. **Resolution:** 10 business days

5. We can not and do not guarantee compliance with these SLA criteria when services are directly and/or solely impacted by the failure, underperformance, or change in circumstance of any third parties including NetSuite and NetSuite Connector. As an example, we can not meet the criteria of an Urgent support request if a client utilized ERP or storefront has an outage preventing the NetSuite Connector from importing orders.

6. Failure to meet SLA criteria will result in a remediation to the client via discount on the subsequent monthly service period. Each failure will result in a 20% discount in the subsequent monthly service. This discount must be requested within 30 days and is not automatically applied.

#### 4. Support Level Offerings:

1. Standard Support: Customers must submit support requests via email to our support queue. Service requests will be responded to and addressed within the timeframes allotted in the Services Level Agreement (“SLA”) portion of this Agreement. Total support hours will not exceed 5 per monthly service period. Further hours will be provided at the sole discretion of YCS Consultants.
2. Premium Support: Customers must submit support requests via email to our support queue. Service requests will be responded to and addressed within the timeframes allotted in the Services Level Agreement (“SLA”) portion of this Agreement. Total support hours will not exceed 10 per monthly service period. Further hours will be provided at the sole discretion of YCS Consultants.
3. Enterprise Support: Customers NetSuite Connector will be continuously monitored and checked for errors. Dedicated staff will be notified of errors from NetSuite Connect and contact the Client to remedy any identified issues. Clients may submit support requests via email or call an assigned support specialist directly. Total support hours will not exceed 20 per monthly service period. Further hours will be provided at the sole discretion of YCS Consultants.
4. Ongoing Integration Support: This support tier is for customers who require ongoing integration support beyond their initial contract period. Customers must submit support requests via email to our integration support queue. These support requests are not subject to SLA. Total support hours are capped at 10 hours per monthly services period and billed hourly thereafter.
5. Please note that hours do not roll over month to month.
6. Support services are only available on live connectors and can not be utilized for consulting services for pending connectors or implementations.



of or relating to: (a) this Agreement, (b) Client's use of the technical support service, including any data or work transmitted or received by Client, and (c) any unacceptable use of the technical support services.

6. Disclaimer: All support provided by YCS-Consultants is provided without warranty, express or implied. YCS Consultants is not responsible for any third party action arising, directly or indirectly, from the use of services provided under this Agreement.

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**QUICK LINKS**

**GET IN TOUCH**

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