



## **SMM Working Arrangements**

For any coaching project, the following arrangements apply during the period when the project is still open:

SMM will work on a team basis with the client organization on an active basis. Some overview of the market will be maintained via Google Alerts for appropriate keywords. If ideas come to mind as a result these will be provided to the client without charge.

The time for normal short communications (telephone calls, online chats, e-mail exchanges of 5 minutes or less) will not be billed. Only time involved in concentrated research, analysis, discussion or writing will be billed.

Other bonus items may be provided without charge from time to time.

Invoices where billing charges are based on an hourly rate will include timesheets covering the time involved.