



## **GhostSecPro, LLC**

### *Client Guide*

Just like any business owner, I have set hours and expectations on things such as communication, scheduling, and prioritizing. As I have other clients, I want to make sure you know up front how I do things and what to expect from me.

- My hours of operation are set such that I have time to tend to my business allowing me time to prioritize my daily tasks and those of my clients.
  - ❖ My hours are Monday, Tuesday, Wednesday, and Thursday from 10AM until 5PM Eastern.
  - ❖ Those are the hours I work for you, my client, and I schedule my day around these hours based on the tasks I have to get done for you.
- You are welcome to email me anytime regarding a task you need accomplished or an item I am already working on. If you need to speak with me directly, please send an email so we can schedule a call or Skype session. This is important so we don't take away from someone else's tasks or time already scheduled.
  - ❖ Please allow 24 hours for a response.
- Once we have assessed your needs and created a Support Plan, you will be invoiced monthly based on a mutually agreed upon amount.

- ❖ Any work above and beyond the support plan will be negotiated separately. That agreed upon amount will be on the next invoice along with the monthly support fee.
- ❖ If it turns out this is an ongoing task and should be added to the Support Plan, it will be negotiated as such and the Support Plan and cost associated updated.
- All payments are due upon receipt and late fees are charged as follows:
  - ❖ 30 Days - \$15.00
  - ❖ 45 Days - \$30.00
  - ❖ 60 Days - \$60.00
  - ❖ 90 Days - \$75.00
  - ❖ Anything over 90 days will be sent to collections and any court costs and other fees added to outstanding balance.
- As a seasoned Administrative expert, I reserve the right to prioritize and accomplish my client's expectations and goals. If you are having issues or are not satisfied, please let me know so we can fix the problem.
  - ❖ Email me directly so we can open a dialogue and resolve any issues you may be experiencing.
  - ❖ Don't let something fester, bring it up immediately. The purpose of a partnership is to work together and sometimes it takes a while to get systems in place that work. Every relationship is different so let's make sure there is always 2-way communication.