

Expectations Agreement

By Synotac, LLC

Our way of doing business

We believe in creating mutually beneficial relationships with our clients. These relationships are based on the premise that good communication is the most important element of a successful project, and we look for clients who share these values with us.

What you can expect from us

1. Direct and polite treatment every time you interact with us
2. To be kept in the loop in a way that you can understand (i.e., no “tech talk”)
3. Prompt notification of situations that could lead the project or relationship astray
4. The option to talk to a live person during business hours to assist you in whatever you need
5. Weekly calls and periodic face-to-face meetings to guide you through your project
6. That your project will adhere to the highest creative and professional standards

What we expect from you

1. A single point of contact to work with, who has the authority to communicate decisions made by your entire organization
2. Attendance by your single point of contact at the weekly project calls and scheduled meetings
3. Timely responses to requests for feedback, content, and payment. Feedback should be well organized, decisive and complete
4. An understanding that a delay in getting us content, revisions, payment, or feedback delays the project a proportional amount
5. An awareness that we are working off of a proposal and that scope creep—the gradual addition of ideas or features that are not in the proposal—needs to be billed as a separate change order outside of the proposal

This is a statement of mutual expectations and is not a contract.

Client Representative

Date

Synotac Account Manager

Date