Work Style Guidelines

"A lack of proper planning on your part, does not constitute an emergency on my part." - unknown

Project Development Prerequisites

- Paperwork
- Payment of Initial Retainer
- Provision of any required media or documentation

Payments

- A percentage based retainer is required before work begins
- Partial progress payments are required (*visual elements to review may not be available for phases*)
- We prefer payments be made through our online payment gateway (*PayPal*)
- Project scoping and review is performed for a fee
- Non-prepaid invoices will be billed as: 2/7 Net 15
- Clients are responsible for filing and submitting 1099s for contracts over $600.00

Work Times and Scheduling

- Our standard business hours are set at Monday – Friday from 9am-5pm CST
- Any work required outside of standard business hours may be subject to Overtime Rates
- Rush projects with extra hours per day/week are subject to Rush Delivery Rates

Communications

Being a web based network operation, our primary form of communications are digitally based. For this reason we request advanced scheduling for verbal or in person communications.

- Verbal communications (*ie: Telephone, Video Conferencing*) require a 3 day* advance in scheduling
- In person meetings must be prescheduled and will require all related expenses and time to be paid

  Local pre-scheduling: 1 week in advance
  Non-local pre-scheduling: 2 weeks in advance
  International pre-scheduling: 1 month in advance

Deadlines & Alterations to Project Scope

- We request that deadlines be clearly defined ahead of time, preferably when beginning a project
- If we are operating under strict deadlines then we may be unable to accept any revisions, modifications, alterations, or additions to the projects' scope before the deadline is met
- If there are required alterations, modifications, additions, or revisions that must be made to the scope of the original project or milestone, then this may extend any set deadlines or delivery dates.

Progress & Status Reports

We try to provide instant access to project status updates through our web based project management system interface. If you require more information we can provide the following at Documentation Rates

- Biweekly progress reports, milestone completion reviews, or updates for viewable changes
- Micromanaged progress reporting and more extensive sectional/feature explanative reviews

Subcontracting

- We provide customer relations and communications (*for your clients*) for a fee
- Documentation and extensive project planning is available for a fee
- Scheduled timeslots for availability are able to be reserved

  Unused hours for reserved timeslots are still charged
- Non-Disclosure Agreements are available upon request

Project Source Code & Resources

- Updated project source code is available upon request
- Scheduled project source code releases are available upon request
- Exclusivity and distribution rights and licensing are available for a fee

3rd Party Expenses

Certain projects sometimes require or correspond with 3rd party products or services. Examples of such products and services are: hosting, server software, purchase of graphic or photographic images, etc. Any 3rd party licensing or purchasing expenses are to be paid directly to these 3rd parties.

Notice of Cancelation

- An unscheduled lack of communications regarding the project beyond 2 weeks will require the project to be placed on hold and a reinstatement fee of 10% will be required for the project.
- Early breach of contract will require an early termination fee of 10% of the project cost.
- Fees and expenses which continue to remain unpaid may be sent to collections

*All day based time frames mentioned herein are specified as business days