



How we work together:

TBS+ prides itself on its client service, and our ability to deliver real business outcomes for its clients. Over the years, we have come up with some basic frameworks and processes that help ensure we partner best with our clients.

Communication :- TBS+ uses email for our automated digital footprint concierge service. Clients are welcome to engage with the TBS+ team, with approvals and feedback. The team generally manages to respond to emails within the same day, but if you haven't had a reply after 48 hours, please escalate to renee.gorrie@thebigsmoke.com.au – clearly something has gone wrong.

Hours of Availability:- TBS operating hours are between 9:00am and 5:30pm, and your account manager will be on hand, and should respond during those hours, assuming they're not stuck in a meeting. Outside of these hours **URGENT** items can be escalated to the TBS+ Management team via renee.gorrie@thebigsmoke.com.au.

Rounds of amends for creative work:- LinkedIn posts, copy, blog etc – Our costings are based on producing the work, having a review, doing revisions, and then the work going ahead. We are happy for clients to have 2 rounds of amends on work, but anything over that may need to be charged for at an hourly rate of USD\$150 – however, your account manager will raise this with you before anything is billed.

Regular meetings / WIPS – We very much value regular communication with our clients, and encourage our account managers to establish monthly WIP emails with concierge. We need our clients to be responsive to these regular WIP emails to ensure we can make progress and help your business grow.

Payment terms - Once you choose a plan, your subscription plan shall automatically renew each month. You can choose to opt-out from such renewal for any reason whatsoever, no questions asked by emailing your account manager. You are also welcome to upgrade or cancel your plan at any time by advising your account manager via email. If your monthly payment fails to process, we will try 2 more times within the first 7 days of the payment period, if the payment continues to fail we will halt services until the account is paid and up to date. You will be notified of this via email.

Disputes and Termination – TBS+ endeavours to add value to all its client engagements, so if you feel you're not getting what you want from your team, please get in touch with us. All TBS+ contracts can be terminated effective immediately, which needs to be provided to your account manager via email. Please note that unless we failed to deliver your work during the month you are cancelling, no refund will be applied. This does not apply to a situation where we have not heard from you for approval, or had an excessive level of revisions that made it difficult to deliver the service, however we will ensure to notify you if we feel that is the situation.

Statement of confidentiality :- The descriptive materials and related contents of this document contain information that is confidential and proprietary to © The Big Smoke Media Pty Ltd. This information is submitted with the express understanding that it will be held in strict confidence and will not be disclosed, duplicated or used, in whole or in part, for any purpose other than for the original purpose of this document.