

Our default communication method is email.

Although we would love to chat for hours on the phone with all our customers, this is just not feasible (Not if we expect to get any work done).

Our entire businesses is built for the 21st century. We use technology and the internet heavily in our day to day operation. If you do not use email or the internet, it costs us more to administrate your account. If you are unwilling or unable to to use email as our main line of communication, an administrative fee of +15% will be added to your account. We also believe that if this is the case you may be better suited to reach out to our more traditional competitors.

We limited phone calls primarily for new client orientations, in-service questions, emergencies, and billing issues.

***** ALL SERVICE REQUESTS, ALTERATIONS TO SERVICE, SERVICE INSTRUCTIONS AND TERMINATIONS TO SERVICES MUST BE MADE IN WRITING. □ EITHER THRU EMAIL, OR REGULAR MAIL. □ TEXT MESSAGES ARE NOT ACCEPTED. □ PHONE CALLS ARE USEFUL TO CLARIFY AND COMMUNICATE BUT MUST BE FOLLOWED UP IN WRITING TO BECOME BINDING. *****