

# Got a question?

*We're here to help!*



Welcome to PTE! We are so excited to be working with you. Thank you for choosing us as your marketing communication partner. As we get started, you may have some questions. Please use this list as a starting place. And of course, feel free to ask us if you have others!

- **How much of my time will you need?**
  - *We'll require a little more of your time upfront as we get you onboarded. We ask that you complete a questionnaire and a checklist with items we need to get started, and we'll have questions and items for you to review along the way. On a monthly basis, we hold update meetings that typically last about an hour.*
- **What's the Scope of Work? Can you help with X?**
  - *Please refer to the simplified Scope of Work outline that was provided. If your need falls into that, then yes! We'd be happy to help. If not, then perhaps we can assist via our a la carte menu. If that won't work, we can always provide you a special estimate for a one-time need.*
- **What if I need something else, outside of the Scope of Work?**
  - *We have an a la carte menu just for that! Only provided to our retainer clients, we are happy to offer additional one-time services if you need them. The best part? The prices are all outlined for you!*
- **Can we move hours from one project/service area to another?**
  - *If you are a retainer client, we can be flexible with how we allocate our service for you – if we know in advance. If you know you'll need more PR support and can forgo a newsletter one month, for example, we can discuss making a one-time adjustment.*
- **Do you charge less if I don't use my full Scope of Work during a month?**
  - *We will always do our best to provide you with full service. If there is ever a month where we come in under budget, we do not offer a discount. However, if there is a month where we come in over budget, within reason, we will not add to your bill as we believe "it all comes out in the wash".*