

On-Call Duty Policy for Freelance Contractors

Date: [Insert Date]

To: [Contractor's Name]

From: [Your Company Name]

Subject: On-Call Duty Policy

Dear [Contractor's Name],

As part of our commitment to delivering exceptional service to our clients, we are instituting an on-call duty policy for our freelance contractors. This letter outlines the expectations regarding your availability and responsibilities while on-call.

1. On-Call Schedule

You will be scheduled for on-call duty on the following dates: [Insert Dates]. Please ensure that you are available during these periods.

2. Responsibilities

While on-call, you are expected to:

- Respond to client requests within [Insert Response Timeframe].
- Document all interactions and resolutions.
- Provide updates to [Insert Contact Person] as necessary.

3. Compensation

For your on-call duty, you will receive [Insert Compensation Details]. Payment will be processed as per our usual billing cycle.

4. Communication

It is essential to maintain open lines of communication. You can reach us at [Insert Contact Information] for any concerns or clarifications.

Thank you for your cooperation and dedication. We are confident that this policy will enhance our service delivery.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Contact Information]