

# Dear Team,

We are excited to introduce our new subscription service protocols that will enhance our customer experience and streamline our operations. Below are the key guidelines to follow:

## 1. Subscription Setup

All new subscriptions should be processed within 24 hours of receipt. Ensure that customer details are accurately entered into the system.

## 2. Billing Procedures

Monthly billing will occur on the same day each month. Any exceptions must be communicated to the finance department.

## 3. Customer Communication

Notify subscribers of their enrollment and provide them with all relevant information including access instructions and contact support details.

## 4. Cancellation Policy

Customers must be informed of the cancellation procedure at the time of sign-up and any changes in policy must be documented and reviewed.

## 5. Support and Troubleshooting

A dedicated support team will handle subscriber inquiries. Ensure tickets are logged and followed up within 48 hours.

Thank you for your attention to these new protocols. Your cooperation is crucial to our success. If you have any questions, please do not hesitate to reach out.

**Best regards,**

[Your Name]

[Your Position]

[Company Name]