Service Level Agreements (Australia only)

Service Level Agreements for the various services provided by CrowdComms.

- Virtual Meetings – Service Level Agreement (Australia only)
- App - CrowdComms Self Build Service Level Agreement (Australia only)
- App - Full Content Management Service Level Agreement (Australia only)
- Kiosk - Service Level Agreement (Australia only)
- Registration – Service Level Agreement (Australia only)

Virtual Meetings – Service Level Agreement (Australia only)

1. You will be allocated a named support agent for the full life cycle of the event.
2. To assist with pre event setup, speakers will be provided with CrowdComms Docs guide with break down of functionality, step by step instructions to setup and useful tips.
3. We will agree on an allocated setup day where your speakers will be able to join screen share training at allocated time to go through functionality and ensure they are prepared for event day streaming.
4. On call technician during your event day. This includes our technician dialling in 30 minutes prior to your live streaming session to ensure setup is correct. Technician will be on hand to assist with transitioning between ppt and engagement results where required.
5. Ongoing telephone and email support. Emails will be responded to within one (1) business day.

Please Note

- Content (other than images) cannot be accepted in PDF.
- Where possible brand assets should be provided in a vector format or as high resolution bitmaps.
- Data is loaded as supplied.
- We do not proof-read data before/after it is loaded.
- All projects require and internal quality assurance check. This check is carried out by a designated member of our QA team.
- In all instances the client will be required to sign off projects before going live.

App - CrowdComms Self Build Service Level Agreement (Australia only)

1. You will be allocated a named support agent for the full life cycle of the event.
2. App design service to include implementation of brand guidelines.
3. If the client uses the CrowdComms design service, we will upload and brand the app and facilitate one (1) further update once signed off by the client.
4. Supply of two (2) hours of phone/ online Content Management System (CMS) training.
5. Acknowledge emails within one (1) business day.

Client Will:

1. Provide brand guidelines where applicable.
2. Provide design assets.
3. Upload all app content via the CMS.
4. Make all edits/ updates via the CMS.
5. Proof and approve all content and app setup before launch.

Please Note

- CrowdComms will provide templates for app content.
- Where possible brand assets should be provided in a vector format or as high resolution bitmaps.
- Support requests should be condensed into one email.
- Native apps require three (3) weeks for the submission process.
- All projects require and internal quality assurance check. This check is carried out by a designated member of our QA team.
- In all instances the client will be required to sign off projects before going live.

App - Full Content Management Service Level Agreement (Australia only)

1. CrowdComms will upload the first draft of the agenda within five (5) working days unless otherwise advised.
2. Upload other content/action changes within forty-eight(48) hours of receiving unless otherwise advised.
3. Once the first draft of content is loaded, CrowdComms will confirm via email and attach the relevant spreadsheets for making changes.
4. CrowdComms and client will agree a final date for the submission of changes and the client will send through the updated CrowdComms templates on that date for upload.
5. Acknowledge emails within one (1) business day.
6. If the client uses the CrowdComms design service, we will upload and brand the app and facilitate one (1) further update once signed off by the client.
7. CrowdComms will supply up to two (2) hours of phone/ online Content Management System (CMS) training to ensure that the client is proficient in making edits/ additions in the CMS.

Client Will:

1. Ensure ALL content will be sent by one authorised client contact.
2. Ensure all content data is correct and signed off internally prior to sending to CrowdComms.
3. Provide brand guidelines where applicable.
4. Provide design assets.
5. Supply all content on or before the agreed date. The agreed date will be confirmed on the initial Kick-Off call
6. Supply content and changes to content by email or other agreed method (i.e. FTP / Dropbox etc.)
7. Proof and approve all content and app setup before launch.

Please Note

- Content (other than images) cannot be accepted in PDF.

- Where possible brand assets should be provided in a vector format or as high resolution bitmaps.
- Content is loaded as supplied.
- We do not proof-read content before/after it is loaded.
- Client will be required to complete a Client App Sign Off Form before the app goes live.
- Native apps require three (3) weeks for the submission process.
- All projects require and internal quality assurance check. This check is carried out by a designated member of our QA team.
- In all instances the client will be required to sign off projects before going live.

Kiosk - Service Level Agreement (Australia only)

- CrowdComms will upload the initial attendee list within 2 business days of receipt
- Any other content action within 2 business days
- Acknowledge all emails within 2 business days
- If the client uses CrowdComms design service we will create the badge(s) and brand the kiosk display and decals. CrowdComms will facilitate one further change to designs once signed off by the client
- Client is responsible for providing power for the kiosks
- Client is responsible for providing onsite build/ breakdown information

Timeline

- Design assets for kiosk decals to be supplied a minimum of 4 weeks prior to the event date.
- Design assets for badges/kiosk display to be supplied a minimum of 3 weeks prior to the event date.
- Attendee list for upload into the core to be supplied a minimum of 1 week prior to the event date.

Client Will

- Ensure ALL content will be sent by one authorised client contact.
- Ensure all content data is correct and signed off internally prior to sending to CrowdComms.
- Provide brand guidelines where applicable.
- Provide design assets.
- Supply all content on or before the agreed date. The agreed date will be confirmed on the initial Kick-Off call
- Supply content and changes to content by email or other agreed method (i.e. FTP / Dropbox etc.)
- Proof and approve all content and app setup before launch.

Please Note

- Content (other than images) cannot be accepted in PDF.
- Where possible brand assets should be provided in a vector format or as high resolution bitmaps.
- Content is loaded as supplied.
- We do not proof-read content before/after it is loaded.
- All projects require and internal quality assurance check. This check is carried out by a designated member of our QA team.
- In all instances the client will be required to sign off projects before going live.

Registration – Service Level Agreement (Australia only)

If the client uses the CrowdComms design service, we will upload and brand the project within (3) working days of receiving assets and facilitate one (1) further update once signed off by the client.

2. CrowdComms will configure the first draft of the registration site within five (5) working days unless otherwise advised.

3. Upload other content/action changes within forty-eight(48) hours of receiving unless otherwise advised.

4. Once the first draft of content is loaded, CrowdComms will confirm via email.

5. Respond to emails with update of completion of request or to highlight next steps within one (1) business day.

6. Once initial branding and content is loaded, CrowdComms will supply two (2) hours of phone/ online Content Management System (CMS) training to ensure that the client is proficient in making edits in the CMS and analysing registrant details / pulling reports in the CMS.

Client Will:

1. Ensure ALL content will be sent by one authorised client contact.

2. Ensure all content data is correct and signed off internally prior to sending to CrowdComms.

3. Provide brand guidelines where applicable.

4. Provide design assets.

5. Supply all content on or before the agreed date. The agreed date will be confirmed on the initial Kick-Off call

6. Supply content and changes to content by email or other agreed method (i.e. FTP / Dropbox etc.)

7. Proof and approve all content and project setup before launch.

Please Note

- Content (other than images) cannot be accepted in PDF.
- Where possible brand assets should be provided in a vector format or as high resolution bitmaps.
- Content is loaded as supplied.
- We do not proof-read content before/after it is loaded.
- Please note custom URLs require up to 48 hours to become active once setup.
- Client to confirm email address from which system generated confirmation emails are to be sent.
- All projects require will receive internal quality assurance check. This check is carried out by a designated member of our QA team.
- In all instances the client will be required to sign off projects before going live.