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.

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