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.