

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 an 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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