



Redback Support Service Level Agreements

The Support Team at Redback Conferencing work to two types of Service Level Agreements (hereafter abbreviated to SLAs):

1. those in relation to customer communications and activities, and
2. those in relation to internal requests from the wider Redback team.

Feel free to refer to or copy the relevant sections below in any interaction you may have with existing and prospective customers who want to know. Please note the following SLAs are subject to change upon review by the Senior Management Team, and any updates made will be communicated in writing to the company and to the relevant customers.

Our customer facing SLAs are:

- 95% of phone calls to be answered within 30 seconds
- 95% of emails to be responded to within 4 business hours
- 95% of LiveChat to be answered within 2 minutes
- 95% of bridge signals to be answered within 30 seconds
- 95% of webinar recordings to be sent within 2 business days

Our Redback internal SLAs are:

- 95% of tickets to be answered within 4 business hours
- 95% of tickets to be completed within set resolution times (different ticket types have different resolution times set)