

Standard Service Level Agreement (SLAs)

At Clickoo, we aim to provide our clients with the highest level of service. Unless agreed otherwise for your specific needs, our Standard SLAs apply to all digital marketing services provided by us.

SLAs	
Services	
Service	Time frame
Working hours	9.00am - 5.30pm (London time) during Business Days
Email responses	1 Business Day
Call-backs / ad-hoc call requests	1 Business Day
Detailed account insights/analysis requests	5 Business Days
Campaign changes requests	1 week turnaround time (emergency campaign pauses: 1 Business Day)
Campaign build requests	2 weeks turnaround time
Resource time	As per agreed for each client
Reporting	
Reports Reported metrics to be agreed with each client	Monthly commentary, including: <ul style="list-style-type: none">a. Data insightsb. Actions takenc. Upcoming actionsd. New initiatives
Communications	
Unless calls are previously scheduled, all communications will be delivered via email.	