

Global Support Service Levels & Incident Response

Radancy Global Customer Support

Support Response & Resolution Goals

Radancy is committed to resolving issues quickly and effectively to support your long-term success and satisfaction. The table below outlines available support channels and the response and resolution timeframes that Radancy's Global Customer Support team targets under our standard maintenance service levels.

Severity Level	Initial Response Time ²	Issue Update Time ³	Resolution Time ⁴	GLOBAL CONTACT MECHANISM 24/7/365
S1 Critical¹	1 Hour (business or nonbusiness)	Hourly (business or nonbusiness)	4 Hours (business or nonbusiness)	Radancy's Support Center support.radancy.net
S2 High	4 Business Hours	Hourly	8 Business Hours	Radancy's Support Center support.radancy.net
S3 Medium	1 Business Day	1 Business Day	1 Business Day	Radancy's Support Center support.radancy.net
S4 Low	1 Business Day	5 Business Days	5 Business Days	Radancy's Support Center support.radancy.net
S1 Critical for Live Hiring Events only⁵	15 minutes during live event	Every 15 minutes during live event	4 Hours (business or nonbusiness)	Radancy's Support Center support.radancy.net

¹ **Severity 1 Response Time:** Measured in clock hours (not business hours).

² **Initial Response Time:** Elapsed time from when Radancy receives a problem report to when the customer receives an initial response from a member of the Radancy staff.

³ **Issue Update Time:** Time to research the issue and provide feedback to the customer or to make a request for updated information and/or status from the customer in order to proceed. It also includes time for updating progress of resolution until completion.

⁴ **Resolution Time:** Every attempt possible will be made to resolve an issue within the resolution timelines described above. For S2, S3 and S4 levels, however, should the fix for resolution require modifications to the production software, this work needs to be scheduled as part of Radancy's weekly software release process. This means timelines may be adjusted.

⁵ **Live Hiring Event:** Shall be the duration between the event's scheduled start time and its end time. For events that exceed the scheduled duration, Radancy may enable a backup interview room to continue interviews.

Support Requests Handling – Issues or Maintenance

All issues and change requests are assigned directly to Radancy Customer Support Representatives for investigation, resolution and processing. With a focus on enterprise-grade production support, Radancy prioritizes resources for maximum responsiveness to issues occurring in live (production) environments.

Issue vs. Maintenance Definitions:

- Issues refer to unexpected defects or malfunctions that affect the availability or performance of your Radancy solution.
- Maintenance requests refer to planned content or configuration updates that do not involve system errors or outages.

Information Required for Issue Resolution

To ensure timely and accurate resolution of your issue, please be prepared to provide the following:

- The time of day the issue occurred
- The name and contact details of the impacted user
- If you/user are working remotely or in an office setting
- Type of computer and operating system
- Internet browser and version
- URL of the affected page or feature (if applicable)
- Screenshots of the error or behavior
- Any troubleshooting already attempted (e.g., browser refresh, incognito mode, cache clear)

Information Required for Maintenance Requests

To support efficient processing of maintenance requests, please include:

- Detailed description of the requested change(s) and the specific page(s) impacted
- Relevant assets such as images, videos or documents
- Requested timeline for completion
- Contextual information, if applicable

Support Channels & Global Coverage

Radancy delivers responsive, high-quality service through a globally aligned support model designed to provide continuous coverage and operational flexibility. Our distributed team operates across regions to support client needs throughout the day. Customers may engage with Radancy Support through the following primary channels during local business hours:

Radancy Support Center: support.radancy.net

Submit maintenance or report product issues directly via the Support Center, which enables structured intake, transparent tracking and efficient resolution by a Customer Support Specialist (CSS).

Critical Incident Support (24/7/365 Availability)

For critical, production-impacting issues, Radancy provides a dedicated 24/7/365 escalation path through Critical Incident Support.

For these issues, you may contact:

- Logging an S1 Critical Ticket in the Support Center: <https://support.radancy.net/hc/en-us/requests/new>
- Email: techoncall@radancy.com
- Toll-Free Numbers (monitored 24/7):
 - US & Canada: +1 (888) 797-8406
 - United Kingdom: +44 (0) 808 3034559
 - Austria: +43 800-802-063
 - France: +33 805 08 02 92
 - Germany: +49 (0) 800 0001386
 - The Netherlands: +31 8002300589

Request Handling & Prioritization

All incoming requests are triaged based on severity. For S1 (Critical) issues, a Customer Support Specialist is available to provide rapid response in alignment with the targets defined in the SLA severity matrix. Critical incidents are actively managed with continuous ownership until stabilization or resolution. Non-critical requests are addressed in alignment with defined service levels and regional support coverage.

Confidentiality Notice:

Any information you provide to Radancy is treated as strictly confidential and used solely to facilitate issue resolution or complete your request. All data is managed in accordance with Radancy's global data privacy and security policies.

Severity Level Matrix - Definitions & Examples

Severity	Definition	Career Sites & CMS	CRM	Hiring Events	Employee Referrals	Screening & Scheduling
		<i>Examples include but are not limited to:</i>	<i>Examples include but are not limited to:</i>	<i>Examples include but are not limited to:</i>	<i>Examples include but are not limited to:</i>	<i>Examples include but are not limited to:</i>
S1 Critical*	An issue that results in a critical or major business impact – whereby a customer and/or user experiences an event and/or problem that renders the Career Site(s) non-functional – may be assigned an S1 severity level.	• Career Site is unresponsive (error screen appears when accessing pages, site is frozen, takes longer than 30 seconds to load pages) • Career Site cannot be accessed via direct link or navigation • No jobs are appearing on site	• CRM cannot load or is unresponsive for multiple users, including inability to add, update, or save recruiter-entered information. • No jobs are posting to CRM • ATS integration failure preventing jobs or candidate application data from syncing for bi-directional integration customers.	• Event site not loading during a live event • Hiring Events Admin Center not loading • All users are unable to access chat or receive SSO failures during a live event	• Employee Referrals page not loading or unresponsive • Multiple users unable to login and/or register • Employee Referrals dashboard not loading	• Platform authentication or availability issues preventing users from logging in or accessing the platform.
S2 High	An issue that results in a high business impact – whereby a customer and/or user experiences an event and/or problem that severely limits the operations of the Career Site(s) – may be assigned an S2 severity level.	• Keyword or advanced search is returning zero results • More than 15% of jobs are not appearing on a site • No CSS/HTML appears on templates • Inability to post jobs to systems, import/export lists • Authentication errors • Data capture forms failing to display or submit • Metrics data not loading/ displaying	• Issues with campaigns or messages not being sent (rCRM and mCRM) • Multiple users unable to sign up for Talent Community • Specific feature outage where other CRM functionality remains operational (e.g., mCRM Audience Center failure, CRM Insights reporting failing to load) • Audience or Talent Pool save/filter functionality is unavailable with no available workaround • Applicant feed or ATS workflow status issues preventing expected CRM processing	• Multiple users unable to register for events • Audio/video services failing for multiple users during a live event • Users locked in an unresponsive state during a live event • Users unable to reset password • Key event functionality is impaired during a live event, including issues with scheduled chat, representative handoff, booth/owner access, or host/presenter audio and video	• Unable to send notifications (i.e., email notifications/ email service [provider] not working) • My Referrals mobile app not loading • SSO errors in the My Referrals mobile app • Unable to apply through Referrals • Statistics are not being updated • Admins unable to download reports • Unable to publish or share jobs	• Large volumes of candidates for a single job are unable to interview. • Screening and Scheduling chatbot interviews are unable to progress or AI screening is not running as expected • Candidate interview access failures - including incorrectly expired interview links, jobs closed for all candidates, onboarding or submission failures, and video questions or candidate videos not playing. • Integration or upload failures preventing job sync from the ATS or preventing candidates from uploading or submitting interviews.

NOTES: * Please report severity 1 issues immediately. This will help us ensure that Radancy can respond to and resolve your issue as quickly as possible.
The above list of examples is not exhaustive. Additional use cases may apply as defined within the scope of this SLA.

Severity Level Matrix - Definitions & Examples

Severity	Definition	Career Sites	CRM	Hiring Events	Employee Referrals	Screening & Scheduling
		<i>Examples include but are not limited to:</i>	<i>Examples include but are not limited to:</i>	<i>Examples include but are not limited to:</i>	<i>Examples include but are not limited to:</i>	<i>Examples include but are not limited to:</i>
S3 Medium	An issue that results in some or minor business impact – whereby a customer and/or user experiences an event and/or problem that disrupts the operations of the career site(s) but a workaround is available, and use of Career Site(s) can continue – may be assigned an S3 severity level.	• Less than 15% of jobs are not displayed to user • Search data missing for specific category/locations • Partial CSS/HTML issues (e.g., broken images) • Content not rendering properly on specific browsers or devices • Broken non-critical links (not related to search or apply)	• Unable to save CRM Marketing Template • Isolated feature issue for a single user (e.g., login or navigation problems) • Small delta of jobs are missing or showing an incorrect open/closed status in CRM • CRM search, filter, or audience result discrepancies	• Admins unable to create a new event • Admins receiving errors in Hiring Events Admin Center • Isolated live event issue for a single user • QuickChat errors • SSO/API errors that do not impact live events • Candidate Engagement Hub errors	• Activity feed not up to date • Application status discrepancy (Employee Referrals and ATS) if ATS integration is active • Email notifications are taking longer than expected • Discrepancy in job view counts for social network postings	• Completed interviews missing from the dashboard • Data loss involving deleted or inaccessible interviews • Camera or microphone inaccessible, or candidate audio cuts off mid interview and blocks progression. • Users cannot be added due to slot limits, account conflicts, or maximum user/job/candidate limits reached.
S4 Low	An issue or request that results in a minimal or no business impact – whereby a customer and/or user experiences no loss of service and the incident has no significant effect on the usability of the software – may be assigned an S4 severity level. This level is typically used for questions, comments and enhancement or change requests.	• Requests for new content, typos, incorrect images or other non-critical content changes • New user setup requests • Most other maintenance requests fall in this category or will be provided a project plan	• Requests for Marketing Template updates • Report requests • New user setup requests • Most other CRM requests fall in this category or will be provided a project plan	• Admins unable to download reports • Admins unable to launch minor features within the Hiring Events Admin Center • Platform admins unable to delete user profiles	• Requests for new content, typos, incorrect images or other non-critical content changes • New user setup requests • Most other maintenance requests fall in this category or will be provided a project plan	• Notification settings are not configured as expected. • Template edits, branding changes, or minor UI inconsistencies • Interview analytics discrepancies, including delays or incomplete data views. • Language mismatches in transcripts.

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The above list of examples is not exhaustive. Additional use cases may apply as defined within the scope of this SLA.