

SLA's Support & Success.

Priority	Description	Working on issue (within)	Target time to fix (within)	Contact Type	Price (Office Hours)
1	Blocker Functional Fix Blocker - Payment failure, Site down, Security breach	1 hour	2 hours	Phone call	1.5x hourly rate
2	Critical Functional Fix Critical - Site is unable to be used for the intended purpose. Merch issues, category issue, speed issue. Integration sync issue.	1 Business day	3 Business days	Phone call	1.25x hourly rate
3	Important Functional Fix Important - Intermittent feature problem. CTA issues, reporting issues or anything that does not directly affect the sales funnel.	3 Business day	5 Business days	Monday.com	1.15x hourly rate
4	Minor Functional Fix Minor - Non-critical issue which isn't impacting users. Cosmetic issue, How to guide.	Scheduled in for next month			1x hourly rate
5	New Feature Feature Request/Change	Scheduled in for next month			1x hourly rate

Warranty:

All tasks carry a five-day warranty. Please refer to your Support & Success contract for more details. You can also view our [Terms and Conditions](#).

3rd party integrations (Apps):

Any applications that are not installed by Zyber are not included in your Support & Success warranty. If any bugs or errors occur, we are happy to try and support a resolution where we can.

Clients on Support & Success:

Priority hourly rate will be deducted from their S&S monthly retainer. Clients not on Support & Success will be invoiced on the 20th of each month for the hours used depending on the priority status.

Off-Peak Hours:

Our standard operating hours are 9:00 am - 5:00 pm, Monday to Friday. Any off-peak hours are charged at 2x the hourly rate.

Who to call:

Please see the key contacts below. If a staff member is not available or uncontactable, please proceed to the second person on the list, and so on.

Non Support & Success Merchants - Please call Support on 09 280 3680

Merchants on Support & Success Priority call list below.

#1

Evgenia Bur.

S&S Support

📞 09 280 3680

✉️ sands@zyber.co.nz

#2

Brenda Walters.

Key Account Manager

📞 027 642 6633

✉️ brenda@zyber.co.nz

#3

David Visser.

COO

📞 021 166 8724

✉️ david@zyber.co.nz