

Raley Service Level Agreement

InversionPoint LLC is providing consistent and responsible support to all our customers. We do our best to respond to your request within **1 business day**.

Channels

You can request support via:

- Email help@raleypass.com
- Our ServiceDesk portal at <https://inversionpoint.atlassian.net/servicedesk/customer/portal/3>
- By posting your question on answers.atlassian.net

Schedule

Business hours: **8am—9pm (GMT+2)**, Monday - Friday.

What's included into support?

- Answering questions about functionality of our products
- Investigating and resolving of issues related to our products
- Suggesting workarounds and configuration changes where applicable
- Collecting feedback and feature requests

What's not included into support?

- Training and phone-based support
- Scripting (programming)
- Resolving of issues not related to our products