

## DMARC Compass® Blue-Chip Support



Customer success is our highest priority and the DMARC Compass support team is ready to help. Every DMARC Compass client gets access to our Blue-Chip Support to ensure adoption, training, and assistance with email authentication & deliverability.

TYPE OF SUPPORT	WHAT BLUE-CHIP SUPPORT DELIVERS
Portal Access	<ul style="list-style-type: none"> <li>- Unlimited user accounts to the Easy Solutions Customer Portal</li> <li>- Assistance establishing SAML access</li> </ul>
DMARC Record in the DNS	<ul style="list-style-type: none"> <li>- Initial DMARC record for DNS server</li> <li>- User alerts for any DMARC record change after go live</li> </ul>
Service Quality Review	<ul style="list-style-type: none"> <li>- Periodic meetings to review successes and submit user feedback.</li> </ul>

SERVICE RESPONSE	BLUE-CHIP SUPPORT
Initial Support Response	<ul style="list-style-type: none"> <li>- Within 1 business day of submitting support request</li> </ul>
Cloud Portal Uptime	<ul style="list-style-type: none"> <li>- 99% excluding downtime for maintenance. All maintenance will be announced 1-3 days in advance</li> </ul>
Time to Display Email Failure Reports in the Portal	<ul style="list-style-type: none"> <li>- 1 minute after the RUF report is received from the mail agent</li> </ul>
Time to Display Aggregate Reports in the Portal	<ul style="list-style-type: none"> <li>- 1 minute after the RUA report is received from the mail agent</li> </ul>

