

Customer Support Timeliness and Protocols Statement

Overview

As a small business dedicated to providing exceptional service to our clients, including all U.S. Federal Departments and their associated Agencies and Commands, MRS prioritizes timely and effective customer support. This statement outlines our protocols and commitment to maintaining the highest standards in our customer support interactions, ensuring satisfaction for our products and services: Everything DiSC Assessments, the EPIC [*Electronic Profile Information Center*] Assessment Platform and leadership development training programs. These services are aligned with our GSA contract.

Timeliness Standards

1. **Initial Response Time:** We aim to respond to all customer inquiries within one business day. This includes emails, phone calls, and messages received through our website portal.
2. **Issue Resolution Time:** Our goal is to resolve standard customer issues at the time of contact or within 1 -2 business days. Complex issues may require more time and MRS partnering with Tier 1 and II Support at Wiley & Sons. In such cases, we will provide regular updates every 24 hours.

Customer Support Protocols

1. **Communication Channels:**
 - **Email Support:** Customers can reach our technical support manager at mkonatolu@teamforresults.com. Our support team monitors this inbox during business hours (8 AM to 6PM EST, Monday to Friday).
 - **Phone Support:** Customers can call us at (630-983-7607). Our phone lines are open from 8 AM to 6 PM EST, Monday to Friday.
 - **Online DiSC Support Portal:** Customers can directly contact our Wiley 24-hour hotline EPIC Technical Support Team. This dedicated team is available in English to all EPIC Learners and Account Administrators to help address their immediate technical needs, 24/7. **Email:** assessmentsupport@wiley.com **Phone:** United States +1 763 762-9025

2. **Customer Inquiry Process:**

- **Acknowledgment:** An acknowledgment email is sent to the customer, confirming receipt of their inquiry and providing a timeframe for following up.
- **Assignment:** The inquiry is assigned to an appropriate support team member based on the nature and urgency of the issue.
- **Follow-Up:** Our team follows up with the customer within agreed upon timeframe, typically one business day, providing an initial response and estimated resolution time.

3. **Resolution and Follow-Up:**

- **Resolution:** Our support team works diligently to resolve issues within the stipulated timeframes. When required, we involve subject matter experts, including Wiley subject-matter-experts to ensure accurate and efficient resolutions.
- **Customer Feedback:** Upon resolution, customers receive a follow-up communication to confirm their satisfaction.
- **Documentation:** All inquiries and resolutions are documented and maintained by our Technical Manager.

Compliance with GSA Contract

1. **Adherence to SLAs:** We adhere to the Service Level Agreements (SLAs) outlined in our GSA contract, ensuring all response and resolution times meet or exceed contractual obligations.
2. **Quality Assurance:** Regular MRS audits of support interactions are conducted to ensure compliance with GSA requirements and to identify areas for improvement. We also comply with annual GSA audits of our contract.
3. **Training and Development:** Our technical support staff undergo regular training to stay updated on best practices, compliance requirements to deliver high-quality customer service.
4. **Reporting and Transparency:** We provide regular reports to our GSA auditor as required by the GSA contract, detailing our performance metrics and compliance status.

Commitment to Excellence

We are committed to delivering exceptional customer support, ensuring that all inquiries are handled with professionalism, efficiency, and care. Our protocols are

designed to provide timely and effective assistance while maintaining full compliance with our GSA contract requirements.

For any further information or specific inquiries, please contact our technical support manager at mkonatolu@teamforresults.com 630-983-7607.