



Walr Other Services – Specification and Support Agreement

Specification

Walr will supply the following additional services to support the data creation process utilising the Walr Platform.

Service Type	Description
Project Management	The management of the end-to-end data collection process, or any of its constituent parts
Sample	Supplying access to specific target audiences to deploy online market research surveys and achieve pre-agreed sample sizes for a stated cost per interview (CPI)
Programming	Providing programming and hosting of online market research surveys.
Data Processing	Providing data analysis and/or deliverables in required format to aid your data reporting (i.e. data tables, charts, topline etc.)
Translations	Providing translation services for surveys through accredited third-parties

Support Agreement

All Services supplied by Walr shall be provided in line with the standards set out in this Service Level Agreement and subject to the specifications of each project as agreed in the Order Form or any other relevant documentation.

Quality

- Walr will consistently supply services which are compliant with the specification.
- Walr will work together with the client to identify opportunities for continual improvement or innovation during the contract period.

Service

- Walr will provide a consistently good response to enquiries and requests.
- Walr and client will have effective communication channels.
- In the case of any complaints or disputes, they will be dealt with effectively with corrective action taken if required.
- Walr will consistently provide any required information to allow for the effective delivery of the services in the agreed format and within the agreed timescales.

Delivery

- Walr will deliver the agreed specification as set out in the order form unless otherwise agreed with the client during the course of the contract.
- Walr will adhere to pre-agreed timelines wherever possible.