



Your SportSavvy coaches work hard to deliver a seamless experience. When questions come up we are always quick to respond. We always endeavor not just to meet but to beat our Service Objectives.

SportSavvy Service Objectives

Priority 1: an issue that interferes with your ability to operate e.g., service unavailability, login failure, etc. Estimated resolution time: **Within 8 business hours**

Priority 2: Access to service is not compromised, however a specific function performed is not working properly or an unexplained error message is generated. Estimated resolution time: **Within 2 business days.**

Priority 3: An issue appears, however a work-around exists within the system. Estimated response time: **Within 5 business days.**