

# App Library Service-Level Agreement

## Expectations for published apps

The process for getting apps published in the Weeztix App Library involves a manual review by our App Library team. They will ensure that your app meets the quality and utility standards of App Library apps.

There are a number of criteria that must be met to ensure continued presence in the Weeztix App Library. Each criterion can be read below:

### **1. Your app's listing is kept up to date.**

Any changes to functionality, pricing, visual appearance, or any other updates should be accurately reflected in your app's listing.

### **2. Your app's functionality and customer experience matches or exceeds the quality of experience at submission, and you maintain your app's performance.**

You are responsible for handling support requests, and you should monitor your app yourself. Reported issues should be publicly listed and receive regular status updates.

### **3. You provide timely support to customers.**

If we hear from customers that they've not received responses to their support requests, we will reach out to you. If we do not receive a prompt reply to our own messages to you, we may de-list your app.

Rule of thumb: A reply is expected within one business day. Fixes are expected within two business days.

### **4. If your app has the "Weeztix choice" logo, we expect answers and handling of support requests within 24 hours (including weekends).**

### **5. You regularly update your app to ensure that it makes use of our newest platform security features.**

We regularly add new security features to our APIs, so please make sure you're using those that are applicable to your app.

### **6. You keep your app contact details and the App Library FAQ up-to-date and are responsive to messages from us.**

We will occasionally need to get in touch with you with questions about your app or to resolve any issues. If there is important information for your App FAQ, please provide it to our CS team to ensure the best possible user experience.

Please make sure the support contact details in your app submission are kept up-to-date so that we can easily contact you. Otherwise, you may miss important notices from us.

### **7. You must ensure that your app is available in English.**

We want our App Library to be available to as many organisers as possible. Therefore we

expect your application to be available in English at the very least. If you would like to provide your app in other languages, please include a tool to switch between these languages. In these cases, you may want to provide FAQ content in multiple languages.

**8. You must resubmit your app for review when you make substantial changes or updates to the features, purpose or functionality of your app.**

**9. Your app is being actively used.**

We want the App Library to provide people with a choice of useful and used apps to help make their workdays more productive. If your app is published in the App Library but it is not being used, we will reach out to you to learn more about your plans for the app.

If you do not plan to update your app, or people continue not to use your app, we will delist your app after communication with you.

**10. You won't spam your users.**

When people use your app, you will only contact them for app-related news and updates.

**11. Non-compete agreement**

Within five years of submitting your app to our App Library, we expect you not to start your own (primary) ticketing platform.