

# Rosberry

Apps. Native to the last bit.

Document: Interaction and Cooperation Policy

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Approved by: Sergey Gorbachev, Director of Rosberry

## Interaction and cooperation policy

Each Rosberry project irrespective of its scale and scope shall be in control of an English-speaking dedicated project manager appointed by the company.

Rosberry does not approve of direct interaction or communication between a client and the technical staff involved in a project (designers/developers/QA engineers), however may take an exceptional decision and authorize it in the interests of one or both of the parties. All exceptional cases shall be discussed with and approved by the director of Rosberry.

Interaction and communication between a client and Rosberry employees involved shall and may take place from 9am to 6pm Omsk time each working day or at any other time additionally agreed with every employee or manager individually (this option is for the clients working from a different time-zone only).

Each and every Rosberry client shall become a part of the team for the duration of the project and get free access to the team collaboration software called Confluence by Atlassian. Instructions as to the sign-up process and software use are provided separately.

Each and every client shall have an opportunity to get the information as to the project progress on a daily basis. Time and means of communication for daily information exchange shall be agreed with a project manager in each separate case.

Each Rosberry client irrespective of the scale and scope of his/her project shall have a full access to the Rosberry support services:

- Ongoing project management or technical issues shall be resolved through a dedicated project manager (contact information is provided for each project separately).
- Organizational and general customer care issues shall be resolved through a Customer Experience and Development Manager (email: [develop@rosberry.com](mailto:develop@rosberry.com), Skype ID [rosberry4u](#)).
- Financial, commercial and force majeure issues shall be addressed to the director of Rosberry (Sergey Gorbachev, email: [serge.gorbachev@rosberry.com](mailto:serge.gorbachev@rosberry.com), Skype ID [gor.serge](#)).

All estimates and offers shall be prepared and handed over to a client only after a thorough study of the documents, SoWs, terms of reference and assets provided by a client. In case of projects to be started from scratch (with no documents or assets available) a final estimate or an offer to a client shall be prepared upon completion of the project specification and design phase.

For each and every mobile app development project Rosberry provides a free 60-day guarantee for bug-fixing which means that during the above-specified period the company shall fix all the bugs found and confirmed if they come forward as a result of inappropriate code quality.

All post-release maintenance and enhancement which are out of bug-fixing guarantee scope shall be provided under separate contracts additionally negotiated by the parties.

## What could your next steps be?

1. Get to know more about Rosberry and the team:

<http://rosberry.com/>

<https://www.facebook.com/RosberryLLC/>

<https://www.upwork.com/o/profiles/browse/?q=Rosberry>

<https://www.linkedin.com/company/rosberry>

<https://www.goodfirms.co/#q=rosberry>

<https://clutch.co/profile/rosberry-0>

2. Ask additional questions or share more details, concerns and doubts with our Customer Support Service:

Vitaly Podkhomutnikov

Email: [develop@rosberry.com](mailto:develop@rosberry.com)

Skype ID: rosberry4u

[www.rosberry.com](http://www.rosberry.com)

Elena Bujlo

Email: [elena.bujlo@rosberry.com](mailto:elena.bujlo@rosberry.com)

Skype ID: hellorosberry

[www.rosberry.com](http://www.rosberry.com)

3. Contact Rosberry Customer Support Service to find out the details of how to initiate your project or a part of it ASAP.