

CUSTOMER BILL OF RIGHTS

Our clients are the reason Blackbaud Internet Solutions exists. You have undeniable rights and privileges.

- The right to a secure platform that is available when you need it**
- The right to a solution that meets your needs – not your vendor’s**
- The right to fair pricing with accurate, timely invoicing and disbursements**
- The right to quality customer support and service**
- The right to receive a professional, courteous response to your questions within 24 hours**
- The right to on-time implementation and delivery**
- The right to select and integrate with the best solution(s) to meet your needs**
- The right to partner with a vendor that will innovate for years to come**