

In order to ensure the best possible support from Betradar for our Virtuals Sports, kindly mind the following guide lines:

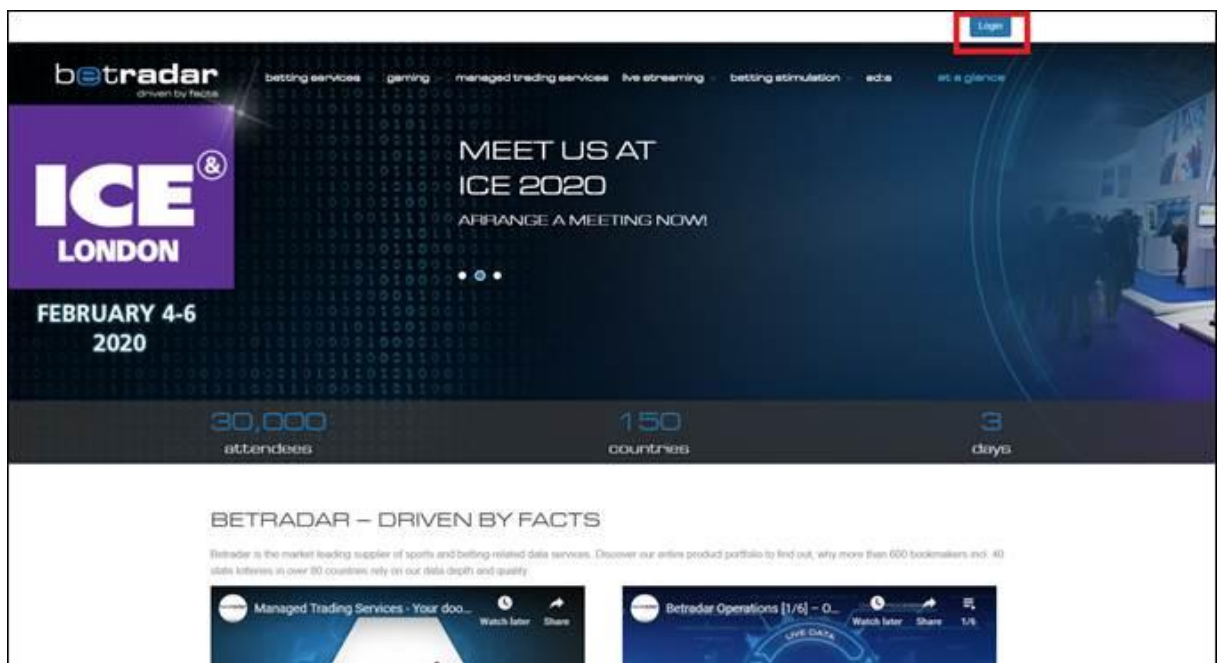
There may be various Skype groups established with various members from the Virtual Sports Product Management Team. These Skype groups have been set up purely for the purpose of discussing questions regarding the integration of the Virtual Sports. We are happy to answer any questions via Skype or assist in case of urgencies. However, please mind that any questions can only be answered via Skype during official office hours (Monday to Friday, 9am CET to 4pm CET).

In case of any urgencies that affect your production environment, the first step should always be to contact our 24/7 1st Level support via either

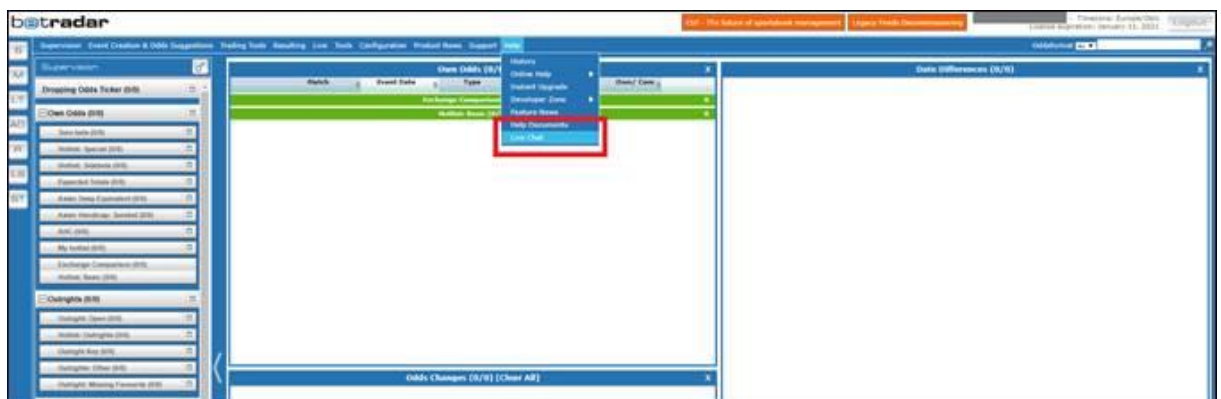
- Email (support@sportradar.com) or
- Use the Betradar Live Chat that can be accessed via <https://betradar.com/>

To access the Betradar Live Chat please follow the following steps:

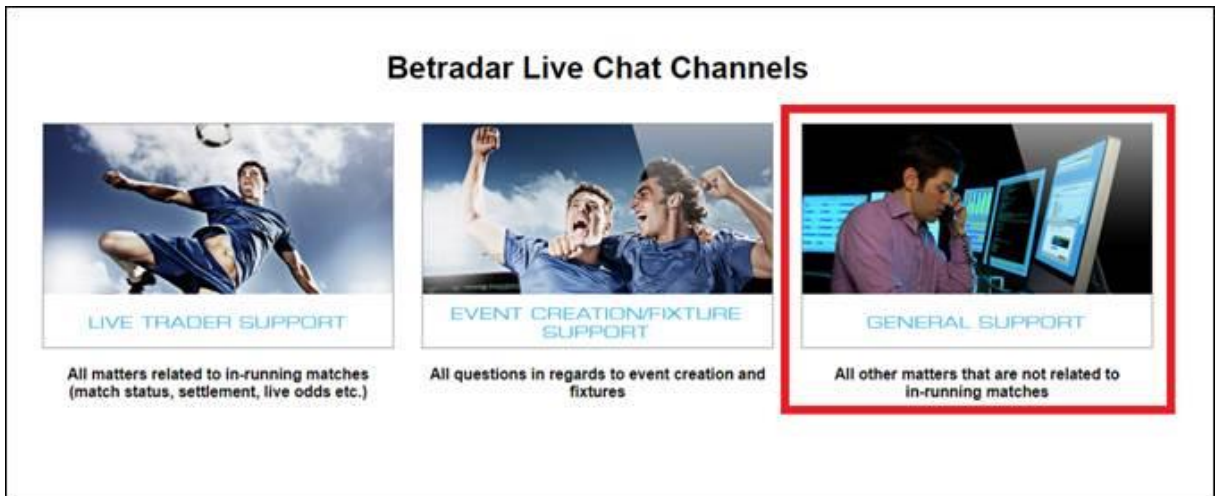
1. Go to Betradar's website and use the login functionality for logging in to your account:



2. Once you are logged in, navigate to the Live Chat via the *Help* section from the main menu:



3. For Virtuals Sports, please choose *General Support* from the available *Betradar Live Chat Channels*:



4. After you selected *General Support* chat a new window will pop up. Please fill in your question here and press *Start Chat*:

Information - Google Chrome
livechat.betradar.com/webchat/userinfo.jsp?chatID

LIVECHAT **betradar**

Enter your name and all required information.

Name: *

Your Question: *

Start Chat

5. Lastly, you will be redirected to the next available support team member and you can start chatting:

