

# Customer FAQ

What the move to Signal Labs means for you

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BrassRing is becoming part of Signal Labs. We know a change of ownership can raise questions, so we've gathered answers to the ones we hear most often. The short version: your service continues without interruption, your team and contracts stay in place, and over time you'll have the option to add new capabilities. If anything here isn't clear, your Signal Labs contact is always glad to help.

## 1. The transition

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### Q Is BrassRing being acquired by Signal Labs?

Yes. BrassRing is joining Signal Labs. This is a continuation, not a disruption — the same product and the same teams, now backed by an owner focused on accelerating the roadmap.

### Q When does the change take effect?

The acquisition is expected to officially close on or around July 9, 2026, coinciding with the public announcement. Your service continues without interruption throughout.

### Q Do we need to do anything right now?

No. The transition is designed to be seamless on your side. You'll receive clear communication about anything that changes, and no action is required from you to keep your service running.

### Q How will the transition happen?

It is a light, phased transition. Your contracts continue, your support and account teams stay the same, and the underlying systems, email domains, and infrastructure are unchanged apart from minor branding. We'll communicate any change to you well ahead of time.

### Q How will this be announced publicly?

A public announcement will be made when the acquisition closes. In the meantime, we're reaching out to clients directly, so nothing comes as a surprise.

## 2. Your contract

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### Q Will my existing contract change?

No. Your existing contract remains valid and in force. There is no need to re-paper or sign a new agreement as part of the transition.

### Q Is my contract being assigned to Signal Labs?

Your existing agreement remains in force as part of Signal Labs' acquisition of the BrassRing business. Where your contract requires consent for a change of ownership, we'll contact you to arrange it.

**Q Will pricing or terms change?**

No. Your current pricing and terms continue unchanged, and your contractual commitments — including data-security obligations — carry through, including at renewal.

### 3. Service and support

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**Q Will my support team or points of contact change?**

No. Your support team, systems, and day-to-day processes stay the same.

**Q I have an implementation in progress — will it be disrupted?**

No. Your implementation team and plan continue unchanged, with the same support and training to ensure your team is fully comfortable with the product.

**Q We're heading into peak (holiday) hiring season — will support hold up?**

Yes. Maintaining stable support and operational continuity is a priority, especially through peak hiring periods. There are no infrastructure changes, and your support processes stay in place. No additional downtime is planned as no migration is taking place.

### 4. Product and platform

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**Q Will the BrassRing product or its functionality change?**

No immediate changes to functionality or the underlying platform. The existing roadmap, including the ATS and Lead Manager, continues as planned.

**Q Will there be any URL or branding changes?**

Only minor branding. The Knowledge Center moves to brassring.com (within the application), and documentation links are rebranded. Your email domains, infrastructure, and systems stay the same.

**Q Will we be required to adopt the Signal Labs platform?**

No. Signal Labs' capabilities are an optional enhancement on top of BrassRing — not a forced migration — and are designed to add to your existing workflows without disrupting them.

### 5. Data and security

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**Q What happens to our data?**

Your data remains protected under your existing agreement. Signal Labs will not access your data until the appropriate agreements are in place, and all contractual data-security obligations continue to be honored — through the transition and at renewal.

**Q How does Signal Labs approach security and compliance?**

Protecting your data is a priority, and your existing data-protection commitments continue unchanged. Security and compliance frameworks — including FedRAMP for public-sector organizations — are part of our ongoing roadmap. For details specific to your organization's requirements, your Signal Labs contact can help.

## 6. About Signal Labs and what's ahead

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### Q What does Signal Labs do?

Signal Labs builds decision-intelligence software — “systems of attention” that bring together the right information and surface the right signal at the right time, so teams can make better, faster decisions. Signal Labs works across healthcare, financial services, industrials, and enterprise software, and integrates with the systems you already use rather than replacing them.

### Q What does this mean for me as a BrassRing customer?

Over time, you'll have the option to add new capabilities on top of BrassRing — including predictive analytics from your historical hiring data, stronger data-driven hiring for high-volume roles, automation and interface improvements, and “institutional memory” that captures past decisions to inform future ones. Adoption is always your choice.

## 7. Questions and contact

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### Q Can we see a demo of Signal Labs' capabilities?

Yes. Demos are available on request, and we're happy to go deeper by team or use case.

### Q Who do I contact with questions?

Your Signal Labs contact is your first point of contact for anything related to the transition, your contract, or the product. You can reach Alex George at [alexg@signallabs.ai](mailto:alexg@signallabs.ai) or Jeff Klebanoff at [jklebanoff@signallabs.ai](mailto:jklebanoff@signallabs.ai).

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*We're glad to have you with us, and we're committed to making this transition a smooth one.  
Thank you for being a BrassRing customer.*