

FOCUSED, EXPERT CUSTOMER SUPPORT

# | Service level agreements

- | Get the most out of your investment
- | Ensure your system is always running at optimal performance
- | Maximise your productivity

Excellent customer focus  
- they are always approachable



## Pebble Support

At Pebble we are proud of the reliability of our products and the quality of our support. Our Service Level Agreement packages are designed to maximise the performance of your system throughout its lifetime. Our global team of dedicated support staff is available to provide assistance via telephone, email, or remote internet access 24 hours a day, 7 days a week, 365 days a year.

We have a  
really good  
relationship



SERVICE	SOFTWARE WARRANTY	HARDWARE WARRANTY	STANDARD	PREMIUM
<b>Support Line:</b> Telephone/Email support (09:00 - 17:30, Mon-Fri)	Y	Y	Y	Y
<b>Support Line:</b> 24/7 After Hours Emergency Phone Support	n/a	n/a	n/a	Y
<b>Remote Access Support</b>	Y	n/a	Y	Y
<b>Software Updates</b> - Software Bug Fixes	Y	n/a	Y	Y
<b>Software Upgrades</b> - Notification	Y	n/a	Y	Y
<b>Secure Online Knowledge Base</b>	Y	n/a	Y	Y
<b>Training</b>	n/a	n/a	n/a	Y
<b>Discounted Spares</b>	n/a	n/a	n/a	Y
<b>Annual System Review</b>	n/a	n/a	n/a	Y
<b>Advice on Integrated Solutions</b>	n/a	n/a	n/a	Y
<b>Hardware</b> - Repair and Exchange	n/a	Y	Y	Y
<b>Hardware</b> - Advance Exchange Programme	n/a	n/a	n/a	Y

\*for full definitions of all features please refer to Pebble's terms and conditions of sale

Receptive to our  
needs



## Definitions

### **Support Line:** Telephone/Email Support (9am–5.30pm, Mon–Fri)

Technical phone support for issues of severity levels 1-5 is available 8 hours a day, 5 days a week, Monday through Friday, from 9:00 am to 5:30 pm. UK time, excluding UK holidays and weekends. A Pebble representative will answer the phone, log your call, and issue a Unique Case Logging Number. Depending upon availability, the call will then be passed to a dedicated member of customer support, or a dedicated member of customer support will call you back to help.

### **Support Line:** 24/7 After-Hours Emergency Phone Support (Premium Only)

When a severity level 1 or 2 issue occurs outside of the technical support hours detailed above, it will be handled by the After-Hours emergency telephone support service. When you contact this service, the representative will classify the call, determine the severity level, and respond accordingly.

### **Remote Access Support**

Remote support enables Pebble to investigate problems remotely, gather logs, install software patches and to make configuration changes via VPN. It is your responsibility to provide the equipment to support the VPN connection in their premises,

and to control the access to the VPN connection. Due to the live nature of Pebble's products, VPN access to your system is only used with your express permission.

### **Software Updates – Software Bug Fixes**

This entitles you to receive non-chargeable software updates and/or bug fixes that we release. These are free of charge, so long as they do not require code to be written specifically to requirements defined by you. Updates do not cover new feature sets that are considered “upgrades,” or any future features or software applications.

### **Software Upgrades – Notification**

Through the Knowledge Base, Pebble will keep you up to date with the latest status of new software releases, including bug fixes and new features (non-chargeable and chargeable).

### **Secure Online Knowledge Base**

This gives password-protected access to the Pebble secure online knowledge bank, which offers a comprehensive set of product information to answer the majority of queries and use cases. However, we would recommend that you contact us directly prior to undertaking any equipment modification.

I trust their  
experience  
and their  
knowledge



## Definitions continued

### Training

Training keeps you and your staff up to date with new features and functions, and enables you to ensure new staff are equipped to operate and maintain your system. Each year, Premium customers are entitled to send up to 2 members of staff to one course of their choice, or one member of staff to 2 courses. Travel costs and expenses for the customer's staff are not included. Customers with the standard SLA may also attend these courses at an additional cost.

### Discounted Spares (Premium Only)

Pebble wishes to encourage customers to invest in locally held spares. This is especially important where shipping delays are likely and costs are high, but in any case is strongly recommended. Customers who purchase an SLA are therefore entitled to a 10% discount against purchase orders for critical spare components.

### Annual System Review (Premium Only)

An annual opportunity to discuss your system and its operation with a Pebble Support representative, review the overall state and any improvements or updates suggested by Pebble to ensure the system is meeting your needs and performing optimally. This is also an opportunity to review the SLA benefits available to you, such as training, and discuss any questions or concerns you have outside of individual support requests. Conducted as a prearranged remote meeting using video conferencing or telephone, and can be scheduled as requested. Standard SLA customers may request this by contacting the Pebble Sales team, and additional fees may be charged to carry out this service.

### Hardware – Repair and Exchange

If the hardware is found to be damaged or defective, you may contact us to arrange a repair or exchange.

### Hardware – Advance Exchange Programme (Premium Only)

Hardware parts are shipped from Pebble, or its designated supplier, once the original Returned Material Authorisation (RMA) form for the product covered has been received. Parts include discrete, identifiable, serial-numbered parts, modules and products.

The credibility and proven knowhow to get the job done



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