

## Support Fair Use Policy

Functional end-user product support is available for you to purchase, subject to our Fair Use Policy. Our Fair Use policy ensures all our customers get fair and equal access and our service remains financially sustainable.

We want to be sure that we continue offering the same high level support service you and we are used to so we may need to update this Fair Use Policy; please check in regularly to review any changes.

### Fair Use Policy

To manage costs and provide equal access to our support team we offer support across a number of channels. We encourage all users to access the channel most appropriate to their needs. Please see our Service Level Commitment for response and resolution times to queries raised via all channels.

- Support is limited to Fund Manager and approved integrated product functionality, subject to the exclusions detailed below.
- Support may not be used as a substitute for training.
- We ask that your account is in good order to make use of our support service.
- Users requiring excessive functional support may be asked to attend training in order to qualify for ongoing support.
- We reserve the right to ask users requiring excessive support to attend training to qualify for ongoing support.
- We recommend all users undertake training before accessing support.

### Support Exclusions

Determination of whether support is excessive or billable is at the discretion of Pebble. All billable support services will be identified and billed periodically. Billable support includes, but is not limited to the following:

- Consulting
- Training
- Excessive support or data rectification
- Non-Pebble related software or hardware issues

We thank all our customers for enabling us to offer this service by working in partnership with us.