

Support and Issue Resolution

Support is provided to any of three named contacts within an organisation. Issues can be logged directly into the customer support site; by telephone 01952 288300; or by email support@pebblelearning.co.uk

Major/urgent issues should be reported by telephone rather than email.

From the initial reporting of an issue we will investigate and respond within 48 hours (or as per table below). Our initial response will include an estimated timescale for a resolution.

For all major issues we will endeavour to resolve the issue within 48 hours with a patch being made available after appropriate testing.

Minor issues will be prioritised according to importance and impact. Minor issues will not normally warrant the release of a patch unless a significant number of issues are cumulatively causing a more serious issue.

Issue Type	Example	Target Response	Target Fix	Procedure
Critical issue affecting all users	Inability to log in	2 hours	Resolve the problem within 4 hours	Update status every hour. Patch released to fix fault at earliest possible time
Major issue which could affect large number of users	Inability to access shared items due to permissions issue	12 hours	Resolve within 48 hours	Patch released to fix fault at earliest possible time
Major Issue affecting small number of users	Inability to order items in a CV	24 hours	5 working days	Patch released to fix fault at earliest possible time
Minor Issue affecting all users	Not able to select text colours in Webfolio builder	48 hours	7 days +	Next available release or patch
Minor Issue affecting small number of users	Exported Webfolios not opening in some ZIP software packages	48 hours	14 days +	Next available release or patch

Under normal operation, updates will be released once a year to coincide the UK summer recess. Patches will be released up to 6 times a year.

N.B. All patches are subject to delay depending on the complexity of testing procedures

Due to the complexity of the PebblePad software we are unable to guarantee particular timescales for fixing individual issues, however, we are committed to delivering a high quality user experience and the highest possible level of availability for the PebblePad system.