

PebblePad Support

Support is provided to nominated Named Support Contacts within an organisation. This may include a central helpdesk or similar institutional support service.

Issues can be logged directly with us via our online support portal (Freshdesk) or by emailing support@pebblepad.com.

Major/critical issues should be reported by telephone and will be investigated immediately with information updates as required.

- UK: +44 (0) 345 1930 680
- Australia & New Zealand: +61 (0) 438 302 603
- North America: +1 833 3645 992

For all other issues, from the reporting of an issue we will aim to respond within 12 hours for customers on Enhanced Support and 48 hours for all other customers.

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.

Under normal operation, platform updates occur towards the end of each month throughout the year. These releases will include any non-urgent bug fixes since the last update. Any additional emergency patches will be released as required.

Example issue resolution schedule

Priority	Issue Type	Target First Response	Target Fix**	Example
1*	Critical issue prevents users being able to use core PebblePad functionality.	Within 4 hours 24/7/365	Solution target is for resolution within 4 hours or as soon as a patch can be practically developed, tested, and deployed successfully.	PebblePad is down and unavailable. PebblePad is operating in such a way that makes it unusable: e.g., <i>extreme slowness</i> . Data or security breach.
2	Major issue affecting a large number of users	Enhanced support customers: 12 hours 24/5 Standard support customers: 48 hours 9-5 Mon-Fri	Solution target is for resolution within 48 hrs or as soon as a patch can practically be developed, tested and deployed successfully.	Inability to use core piece of PebblePad functionality and no workaround exists e.g. unable to submit work to assessment workspace.
3	Major issue affecting a small number of users	As above	Solution target is for resolution within a maximum of 2 release cycles.	A temporary or short-term workaround exists but degraded performance and user experience.
4	Minor issue affecting users	As above	Solution target is on a reasonable endeavour basis and priorities permitting basis.	Minor UI/UX issue e.g. not able to select text colours in templates
<p>* Following a P1 level incident PebblePad will advise the Organisation as to the cause and resolution of the incident.</p> <p>**Due to the complexity of software we are unable to guarantee particular timescales for fixing individual issues, however we are firmly committed to ensuring a high-quality product and the highest possible level of availability for all PebblePad users.</p> <p>[24/5 = 00:01 Monday morning through to 23:59 Friday night]</p>				