PEBBLE ARRO
SERVICE LEVEL COMMITMENT

Arro is a software application created and managed by Pebble.

Objective of the Commitment

The purpose of this commitment is to describe the key services Pebble provide in relation to our Arro product and the quality standards agreed with the customer in terms of service delivery.

Future Reviews & Amendments

This agreement will be reviewed periodically.

Service Level Commitment

The following parameters identify Pebble's commitment to you in support of the Service Level Commitment.

- An initial 30 minute training call, which will set you, the customer, up with your Arro software.
- A selection of project narrative templates will be available for you to use and adapt as you wish for your projects. One project narrative template will be selected on your initial training call.
- For any Project Narratives you create within your 12 month subscription, you can share these with our Product Specialist. The Product Specialist will review your Project Narratives and give bespoke feedback. Feedback will be given within seven working days following submission.
- A grants database will be available for you to browse and identify potential grants to apply for.
- You will receive a weekly email with the grants that have been added, updated and will be expiring that week.

- A Community Page will be created during the initial 30 minute training call for a project that you select. This will be a webpage that you can use to promote your project.
- A function to send Campaign emails to your contacts will be available from the SRM tab of your Arro software.
- With your permission, Pebble will copy your database of contacts to your Arro software so you can send Campaign emails to those contacts.
- Pebble will send your contact information to our partners, Nochex. Nochex are an online payments system that we use for your Community Page. Nochex will contact you directly to set up your account. Once your account is created, when someone donates to your project via your Community Page, you will receive that donation in your school bank account.
- If you have purchased Arro as part of a Funding Passport, you will be entitled to a maximum of four Income Generation training days depending on the type of package purchased.

Support Level Commitment

- Support is handled via Pebble's Support Team.
- Pebble will respond to any support request within 24 hours, subject to the provision of a correct and working email address. Support is available through email, telephone and in-app support.
- Additional charges may be made for the use of remote access software if necessary to resolve the issue. This is subject to the problem being deemed an issue with the subscribers settings and not with SF Software Ltd.

To ensure that your query is resolved as quickly as possible, please follow these steps:

Have you forgotten your username or password?

Select the 'Forgot Your Password' link on the Arro log-in page. This should give you the option to reset your password and log-in successfully.

If the above does not work, Pebble's Support Team can reissue you with your login details and also reset your password for you.

Please get in touch at support@mypebble.co.uk or phone us on 0845 310 1788 and we'll get back to you within 24 hours.

Would you like to add a new user to your Arro account?

Please get in touch at support@mypebble.co.uk and provide us with the name and email of the person you would like to be added as a user. We will add them as a user and we'll get back to you within 24 hours to inform you of this.

Do you have a completed Project Narrative you'd like us to review before you submit it?

In order to review your Project Narrative properly, we'll need you to have a complete first draft, including an accurate start date and completion date, as well as an accurate target amount for your project.

Please send this via the 'Share With Colleague' button within your Arro software, to our Product Specialist, Lucy Jones, lucy.jones@mypebble.co.uk . She will get back to you with some advice within the next seven working days.

If the grant you're thinking of applying for has a deadline date, please ensure you leave enough time for us to review your Project Narrative and for you to make any changes we suggest.

Would you like some advice on the most appropriate grant for your project or activity?

We can provide you with general advice on grants and funding opportunities for your projects. In order to provide you with the most appropriate grant and funding advice, we'll need you to give us some more information:

- Details of the project you'd like funding.
- The names of any grants you've been considering.
- What, specifically, you'd like our help and advice on.
- All supporting information that you think will help us.

Please forward this to support@mypebble.co.uk and one of our Income Generation Specialists will get back to you with some advice within the next seven working days.

Service Availability

- Arro software is available for customers to use 24 hours a day, 7 days per week.
- Telephone Support: 8:30am to 4:30pm Monday to Friday (excluding Bank Holidays).
- Calls received out of the above office hours will not be forwarded.

- Email Support: Monitored 8:30am to 4:30pm Monday to Friday (excluding Bank Holidays).
- Emails received out of office hours will be collected, however no action can be guaranteed until the next working day.
- In-app Support: Monitored 8:30am to 4:30pm Monday to Friday (excluding Bank Holidays).
- In-app messages received out of office hours will be collected, however no action can be guaranteed until the next working day.

Response Times

- All queries will be converted into a Support ticket with a unique ticket number.
- Queries via Intercom will typically be acknowledged within an hour, although this may be longer during peak times.
- Queries by telephone and email will be given a support ticket number and all standard queries will be responded to within 24 hours.
- All standard user support queries will typically be resolved within 48 hours.
- All non-standard queries which require investigation by developers and technical specialists may take longer and will be managed in accordance with Pebble's testing and release schedule.
- Resolution of queries that are the result of user error may be charged according to our standard hourly rate for support which is £65.

Need more help?

We're dedicated to providing a range of content to help you get the most from our tools. Access Pebble's support pages for our library of user guides, videos, FAQs and other documentation.

Find us at https://www.mypebble.co.uk/support/