SUPPORT POLICY

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1. **Technical Problems:**

In the case of technical problems, You must make all reasonable efforts to investigate and diagnose problems before contacting Asset Data Manager (**ADM**). If You still need technical help, please check the support provided online by ADM in the "Help Centre" or failing that submit a "Support Ticket" via the "Support Web Widget" located within the platform or on www.assetdatamanager.com (**Website**) or email us at support@assetdatamanager.com.

2. Service availability:

ADM will use commercially reasonable endeavours to make the Hosted Services available 24 hours a day, seven days a week, except for planned maintenance carried out during ADM's maintenance windows, unscheduled maintenance that ADM determines is required urgently or for circumstances beyond ADM's reasonable control.

If for any reason ADM need to interrupt the services for longer periods than ADM would normally expect, ADM will use reasonable endeavours to publish in advance details of such activity in the "Help Centre" and via email notifications.