

Mantle Services

Support Services Policy

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This document is the Mantle 'Support Services Policy' in effect from 1 April 2023 and referred to within the agreement between Mantle and their customers. The Policy is available to Customers via the Mantle website and may be varied from time to time by Mantle, reflecting changing business, operational and technological circumstances. All Customers will be notified of the issue of any amended Policy, and can view this on www.mantlehosting.co.uk or any other website address as may be notified to the Customer from time to time.

1.	<p>In conjunction with Mantle and if provided for within the agreement, Mantle customers may use the Financial Statistical Data provided by the following Licensor Parties:</p> <ul style="list-style-type: none"> • Morningstar, Inc. • FTSE Russell. • Markit Group Limited <p>Any changes to the Licensor Parties, or the availability of such Financial Statistical Data will be notified to Customers prior to any contractual arrangements between Mantle and the Licensor Party taking effect.</p>
2.	<p>Mantle will provide operational training to pre-agreed named employees of the Customer, as provided for within the agreement.</p>
3.	<p>Ongoing support via Mantle's online Support Service will be available from 8am to 6pm (UK time) to the pre-agreed named employees of the Customer.</p>
4.	<p>In the event that the Customer seeks bespoke additional support, fixed charges will be pre-agreed for this work.</p>
5.	<p>Availability incidents will be reported at https://status.mantlehosting.co.uk</p>
6.	<p>All Major Changes to the Mantle system will be published at https://status.mantlehosting.co.uk</p>
7.	<p>Mantle will maintain a statistics library of relevant statutory instruments for use within the Services, with the following statistics available for all Customers:</p> <ul style="list-style-type: none"> • Lower & Upper Earnings Limits • Basic State Pensions • Post 1988 GMP Increases • Fixed Rate GMP Revaluations • Section 52 Revaluation Orders • UK tax brackets. • Section 148 Revaluation Orders <p>In addition, statutory instruments, publicly available, required for the calculation of pension scheme benefits can be added to the system upon request.</p>
8.	<p>Mantle value the input of all Customers with regard to additional Mantle functionality and prioritisation of system development. Customers are welcome to raise requests for additional functionality for consideration. All such request should be raised through our Change Request process.</p>