

Relay Eval Attachment

Prior support email PDF

edge-policy-vs-precedent

Attachment Summary

Shows the previous exception wording from a named support manager.

Customer Message

Last quarter support gave us a one-time exception on seat overages, but the current article says overages are non-refundable. Can you apply the same exception again?

Evidence

Overage policy: Standard policy says seat overages are non-refundable once the usage period closes.

Prior exception message: A previous reply appears to grant a one-time overage exception for the same account.

Review band: Borderline review required

Confidence: 60%