



EVENT STORE SUPPORT SERVICES POLICY

This Event Store Support Services Policy describes the support and maintenance services Event Store will provide to Customers related to applicable Event Store products for which the Customer is entitled to receive Support Services. Event Store will use commercially reasonable efforts to provide the support and maintenance services as set forth on this page, as may be updated by Event Store from time to time. Event Store will perform the Support Services in a professional manner using qualified and experienced personnel.

1. Scope: This policy applies to the Support Services provided by Event Store for Event Store Products.

In addition, the [EventStoreDB Long Term Support and Release Schedule](#) applies to all Event Store Products.

2. Definitions.

"Business Day" means Monday through Friday (Customer Local Time), excluding holidays observed by Event Store.

"Business Hours" means the 8-hour time (9am - 5pm) period during Business Days, United Kingdom time zone.

"Enterprise Premium Support", "Enterprise Support" and "Standard Support" mean Event Store Support will deliver Support Services for 24 hours per day, 7 days per week, for all P1 support tickets, as set forth in the below matrix.

"Event Store Products" means the products whose associated Support Services are described in this policy.

"Event Store Cloud Services" means an Event Store platform-as-a-service offering, including without limitation the Event Store Cloud offering, that is specified in the [Event Store Cloud Services Subscription Agreement](#), an Order Form, Authorised Partner Order, or Monthly Invoice.

"Customer" means the Event Store customer that has purchased a subscription related to a Event Store product that entitles the customer to receive Support Services as described in this policy.

"Customer Data" means electronic data and information submitted or made available by Customer to the Event Store Cloud Services for processing within the Event Store Cloud Services as well as any modifications to such data and information made in the course of Customer's operation of the Event Store Cloud Services.

“Documentation” means Event Store’s published online user guides, documentation, and help materials relating to the Event Store Products.

“Error” means a reproducible failure of, or bug, defect, or error in, Event Store Product that prevents the Event Store Product from functioning in accordance with its applicable Documentation.

“Knowledge Base” means that portion of the Event Store support portal that provides Customers with exclusive access to information regarding installation and configuration, troubleshooting and diagnostics, and best practices. The Knowledge Base content is reviewed and updated regularly by Event Store’s global support organisation.

“Maintenance Release” means releases that contain a number of critical and well-tested bug fixes aimed at improving product quality and stability and generally do not deliver any new functionality.

“Mission Critical Support” means Event Store Support will deliver Support Services for 24 hours per day, 7 days per week, for P0 support tickets, as set forth in the below matrix.

“Separately Licensed Code” means software developed by third parties that may accompany the Event Store Products but is separately licensed directly by such third parties to the Customer (such as third-party operating systems).

“Support Contact” means designated Customer personnel with (a) an Event Store support portal account and (b) with the authority to act upon Customer's behalf to communicate with Event Store's global support organisation to receive support for Event Store Products.

“Support Services” or *“Support”* means the support and maintenance services as set forth on this page to be provided by Event Store for applicable Event Store Products.

“Supported Cluster” means a federated group of Nodes sharing the same Customer data set and running Event Store Products subject to the Customer Agreement

3. Support Engagement.

Support Contact(s) may engage Event Store technical support by opening a support ticket via the Event Store support portal. Tickets will be handled according to the Customer’s subscription level (i.e., Standard or Enterprise/Enterprise Premium) as indicated in the matrix below.

When reporting a problem or issue, the Support Contact should provide the following information within the support ticket:

- (a) A description of the problem or Error and when it was observed;
- (b) The step-by-step process to reproduce the problem or Error;

- (c) Error messages and/or signatures associated with the problem or Error;
- (d) System log and statistics files covering the time at which the issue occurred;
- (e) Any additional data available or required as determined by Event Store including, but not limited to, stack traces, configuration settings and related information, to diagnose or resolve the problem or Error; and
- (f) Information necessary to classify the Priority level of the issue or reported Error.

4. Support Coverage.

The Support Services are intended to assist with break/fix issues in Event Store Products. Break/fix support is defined as assistance in resolving issues specific to Event Store Product defects, improper configuration, unexpected behavior, or issues with the available documentation or instructions for using the Event Store Product. Event Store Support Services include access to the Event Store support portal and Knowledge Base.

Support Contacts may open tickets and expect responses to break/fix issues or questions pertaining to:

- (a) Operational support for a Supported Cluster including: (i) identifying, diagnosing and fixing errors in Event Store Products and (ii) recovering Event Store Products from failures and troubleshooting of issues.
- (b) Problem diagnosis and resolution including: (i) problem isolation and diagnosis of errors in the Event Store Products and (ii) patches and workarounds to fix bugs in the Event Store Products, including developing Maintenance Releases, or through an upcoming general release based on the issue Priority and importance.
- (c) Assistance with specific Event Store Product errors that arise during Installation, deployment and upgrading of Event Store Products.
- (d) Event Store Cloud Services: Support Contacts may request information regarding (i) break/fix issues arising from any Error, including troubleshooting, diagnosis, and recommendations for potential workarounds related to the Error, (ii) the availability of the Event Store Cloud Services, (iii) the operational health of workload engines instantiated within the Event Store Cloud Services, and (iv) the movement of Customer Data to or from the Event Store Cloud Services.

5. Problem or Error Resolution; Escalation.

Once the problem or Error is resolved, Event Store will contact Customer to confirm problem or Error resolution. Event Store will provide Customer with the following information during the final communication prior to closing the ticket: (a) root cause; (b) resolution; and (c) recommendation for preventative action (if applicable).

If, at any time, Customer believes that it is not receiving the expected level of support purchased, Customer may ask to have its ticket escalated to Event Store support management. Any Customer-requested escalation receives Event Store support management attention. Event Store is committed to working with Customers to help ensure that Customers receive high-quality support.

6. Exclusions.

The Support Services do not include: (a) the installation or removal of the Event Store Products; (b) initial or additional use case design; (c) architecting custom solutions or performance tuning; (d) architectural design reviews; (e) visits to Customer's site; (f) training; (g) information or assistance on technical issues related to the debugging, installation, administration, or use of a Customer's computer systems and enabling technologies including, but not limited to, databases, computer networks, communications, hardware, hard disks, networks, and printers; or (h) Event Store Products delivered in a containerized form, as the containers may include dependent components provided as Separately Licensed Code (the "Dependent Components"). Support Services apply to certain applications when used in conjunction with the Dependent Components. Support Services do not, however, apply directly to the Dependent Components themselves. Event Store has no obligation to correct any problems with the Event Store Products or any issues resulting from: (v) Customer's negligence or misuse of the Event Store Products; (w) use of the Event Store Products not in accordance with the Customer Agreement or the user documentation applicable thereto; (x) defects or errors in any program or program version not specified by Event Store as Event Store Products; (y) defects or errors in any hardware; or (z) any acts or omissions of Customer and/or any third party.

7. Priority Levels.

Upon receipt of a properly submitted support ticket, Event Store shall prioritise such support ticket in accordance with the Priority levels defined below and make commercially reasonable efforts to meet the Initial Response Target for the applicable Priority level. Priority levels may be re-evaluated and adjusted through the life of a support ticket based on various factors, including, for example, availability of a workaround. The table below also provides the Event Store and Customer responsibilities associated with the various Priority Levels. Event Store and Customer responsibilities vary depending on whether the Customer has a subscription entitling the Customer to Event Store Cloud Base Support Services, Standard Support Services, Enterprise Support Services, or Enterprise Premium Support Services.

SUPPORT TICKET PRIORITY DEFINITIONS

TICKET PRIORITY	EVENT STORE RESPONSIBILITIES	CUSTOMER RESPONSIBILITIES	DEFINITION
<p>P0</p>	<p>FOR ENTERPRISE PREMIUM WITH MISSION CRITICAL SUPPORT:</p> <p>Resources dedicated 24x7 until the customer's environment is back online and a resolution or workaround is in place as soon as is commercially reasonable.</p>	<p>FOR ENTERPRISE PREMIUM WITH MISSION CRITICAL SUPPORT:</p> <p>Designated resources available 24x7 until a resolution or workaround is in place as soon as is commercially reasonable. Ability to provide necessary diagnostic information.</p>	<p>Catastrophic failure of customer environment (of which Event Store software is part of the architecture), such as a security breach or a complete outage.</p>
<p>P1</p>	<p>FOR STANDARD, ENTERPRISE, OR ENTERPRISE PREMIUM SUPPORT SUBSCRIPTION, PRODUCTION ENVIRONMENTS:</p> <p>Resources dedicated 24x7 until a resolution or workaround is in place as soon as is commercially reasonable.</p> <p>FOR STANDARD, ENTERPRISE, OR ENTERPRISE PREMIUM SUPPORT SUBSCRIPTION, DEVELOPMENT/TEST ENVIRONMENTS:</p> <p>Resources dedicated during Business Hours until a resolution or workaround is in place as soon as is commercially reasonable.</p>	<p>FOR STANDARD, ENTERPRISE, OR ENTERPRISE PREMIUM SUPPORT SUBSCRIPTION:</p> <p>Designated resources available 24x7. Ability to provide necessary diagnostic information.</p> <p>FOR STANDARD, ENTERPRISE, OR ENTERPRISE PREMIUM SUPPORT SUBSCRIPTION, DEVELOPMENT/TEST ENVIRONMENTS:</p> <p>Resources available during Business Hours until a resolution or workaround is in place as soon as is commercially reasonable. Ability to provide necessary diagnostic information.</p>	<p>A major error within an Event Store software product that severely impacts the customer's use of this product for production purposes, such as the loss of production data or where production systems are down or not functioning, and no work around exists.</p> <p>FOR EVENT STORE CLOUD:</p> <p>An Error that results in total loss of service, continuous instability of service, or inability to use a feature or functionality that is then-currently relied upon for production purposes</p>

	<p>FOR BASE EVENT STORE CLOUD SUPPORT: Resources available during Business Hours until a resolution or workaround is in place as soon as is commercially reasonable. Support applies only to the Event Store Cloud management console and basic connectivity issues.</p>	<p>FOR BASE EVENT STORE CLOUD SUPPORT: Resources available during Business Hours until a resolution or workaround is in place as soon as is commercially reasonable. Ability to provide necessary diagnostic information.</p>	<p>where no workaround is available.</p>
P2	<p>FOR STANDARD, ENTERPRISE, OR ENTERPRISE PREMIUM SUPPORT SUBSCRIPTION, PRODUCTION ENVIRONMENTS: Resources dedicated 24x7 until a resolution or workaround is in place as soon as is commercially reasonable.</p> <p>FOR STANDARD, ENTERPRISE, OR ENTERPRISE PREMIUM SUPPORT SUBSCRIPTION, DEVELOPMENT/TEST ENVIRONMENTS: Resources dedicated during Business Hours until a resolution or workaround is in place as soon as is commercially reasonable.</p> <p>FOR BASE EVENT STORE CLOUD SUPPORT: Resources dedicated during Business Hours until a resolution or workaround is in place as soon as is commercially reasonable.</p>	<p>FOR STANDARD, ENTERPRISE, OR ENTERPRISE PREMIUM SUPPORT SUBSCRIPTION: Resources available until a resolution or workaround is in place as soon as is commercially reasonable. Ability to provide necessary diagnostic information.</p> <p>FOR BASE EVENT STORE CLOUD SUPPORT: Resources available Business Hours until a resolution or workaround is in place as soon as is commercially reasonable. Ability to provide necessary diagnostic information.</p>	<p>An error within an Event Store software product where the customer's system is functioning but in a degraded or limited capacity. This includes a problem that is causing significant impact to portions of the customer's business operations and productivity, or where the Event Store software product is exposed to potential loss or interruption of service.</p> <p>FOR EVENT STORE CLOUD: An Error that results in degraded or severely limited performance but not causing a total loss of functionality where no workaround is available.</p>
P3	<p>Resources available during Business Hours until a</p>	<p>Resources available during Business Hours</p>	<p>A medium-to-low impact error that involves partial</p>

	<p>resolution or workaround is in place as soon as is commercially reasonable.</p>	<p>until a resolution or workaround is in place as soon as is commercially reasonable. Ability to provide necessary diagnostic information.</p>	<p>and/or non-critical loss of functionality for production and/or development purposes, such as a problem that impairs some operations but allows the customer's operations to continue to function.</p> <p>FOR EVENT STORE CLOUD: General questions, or Errors for which a viable workaround is available.</p> <p>All P1 and P2 Support tickets with workarounds as well as requests for administrative assistance will become P3 tickets.</p>
<p>P4</p>	<p>Solid understanding of the Customer request documented in Event Store systems for review by Event Store Product Management.</p>	<p>Use tickets for the feature request and specifics on requested functionality.</p>	<p>A P4 ticket is a low priority request for information or feature request where there is no impact to customer's business operations.</p>

SUPPORT SERVICE LEVEL OBJECTIVES (SLO)

TICKET PRIORITY	INITIAL RESPONSE TARGET	UPDATE FREQUENCY TARGET
STANDARD SUPPORT		
P1	Within 12 Hours	Updated every 24 hours
P2	Within 12 Hours	Updated every 24 hours
P3	Within 1 Business Day	Updated every 1 Business Day
P4	Within 1 Business Day	Updated twice every 5 Business Days
ENTERPRISE SUPPORT		
P1	Within 2 Hours	Updated every 4 hours
P2	Within 4 Hours	Updated every 1 Day
P3	Within 8 Business Hours	Updated every 1 Business Day
P4	Within 12 Business Hours	Updated every 3 Business Days
ENTERPRISE PREMIUM SUPPORT		
P0 (MCS only)	Within 15 Minutes	Updated every 1 Hour
P1	Within 30 Minutes	Updated every 2 Hours
P2	Within 2 Hours	Updated every 8 Hours

P3	Within 8 Business Hours	Updated every 1 Business Day
P4	Within 12 Business Hours	Updated every 3 Business Days
BASE SUPPORT (EVENT STORE CLOUD)		
P1	Within 1 Business Day	Updated every 1 Day
P2	Within 1 Business Day	Updated every 1 Day
P3	Within 3 Business Days	Updated every 5 Business Days
P4	Within 3 Business Days	Best effort

Dependent and Optional Components. Event Store Products may be provided with dependent and optional components as described in applicable documentation. These components are not part of the Event Store Products and may be included for dependency purposes or for Customer convenience only. These components are licensed to Customers under the terms of the applicable licence agreements as described in applicable documentation or at Third Party Licences. A Customer's use of these components is subject to such Customer's compliance with the applicable licence terms.

Unsupported Code/Technology Previews. Some capabilities within the Event Store Products may be described as "Technology Preview" components within applicable documentation. Technology Preview components are not supported as part of the Support Services, and, therefore, Event Store does not recommend the use of Technology Preview components in Customer's production environments. Customers are encouraged to provide feedback regarding, and enhancement requests for, these Technology Preview components. Neither Event Store nor its third-party suppliers or licensors are under any obligation to deliver or migrate Technology Preview components into the Event Store Products and may choose to abandon Technology Preview components at any time.

Third-Party Products. Event Store will use commercially reasonable efforts to identify issues related to integration with third-party products and technologies. Examples include the following: (a) Review of systems errors and impact related to use of the Event Store Products including disk, memory and processor utilisation observed when issues are being

evaluated; (b) Assessment and advisement on network and protocol connectivity issues associated with the connectivity with Event Store Products; and (c) Review of security configuration as it relates to the integration of third-party products with Event Store Products. If the issue is the result of the use of the third-party product and does not arise from a Event Store Product, the Support Contact will be required to work with the applicable third-party vendor to resolve this issue.

Additional Requirements. While Customer has an active subscription for Event Store Products covering Customer's computer systems that allows Customer to receive technical support and software maintenance related to a Event Store Product, Customer agrees that all of its computer systems on which Customer has deployed Event Store Products will be covered by an active subscription. Each cluster must be entitled to the same platform product and the same support level. Individual add-on products may be entitled at a Node level within the cluster. Notwithstanding any other provision as agreed between the parties, in the event that Customer elects not to renew a subscription for any Event Store Products or does not execute the renewal before the end of the existing renewal term, should Customer purchase a new subscription for the same Event Store Products at some future time or execute the renewal past the existing term date, subscription fees plus a twenty percent (20%) reinstatement fee will be charged for the period beginning as of the end of the Subscription Period of the original subscriptions which Customer previously elected not to renew or is late on the renewal.