

## OpenSearch® Per Node Support Subscription

### Supported Technologies

OpenSearch®

### Versions

Any of the generally available supported versions available through the Instacluster Managed Service Platform as mutually agreed between the parties.

### Support Channels

- **Email** support@instacluster.com
- **Web form** at support.instacluster.com
- **Web chat** at support.instacluster.com

### Support Inclusions

Support services are for dealing with well-defined issues and queries in a joint investigation with Customer's staff managing your deployment and include bug-fixes/work arounds for Instacluster certified features of Supported Technologies.

The following types of support requests are accepted for only those Supported Technologies, clusters and nodes identified in the Service Scope:

- Performance issues
- Index design best practice advice and troubleshooting specific index configuration issues
- Stability and functionality issues
- Operational issues such as backups and other operational tasks
- Version upgrades
- Any other support requests Instacluster agrees to accept

## Support Exclusions

The following types of activities are generally excluded:

- Direct access to Customer's environment for fault diagnosis and / or implementing changes
- Application architecture, design, and implementation
- Open source technology training
- Attendance at the Customer site

## Customer Responsibilities

To ensure continued provision of effective support services Customer agrees to fulfill the following responsibilities:

- Day-to-day management of Customer's deployment including, but not limited to:
  - Access management (users and networks)
  - Patch and vulnerability management
  - Monitoring
  - Change management
  - Security management
  - Regular maintenance tasks
- Implementing all reasonable requests from Instaclustr support to prevent operational issues arising in Customer's deployment
- Planning for significant changes on operational load or data volumes in Customer's deployment and provision capacity in anticipation of those loads
- Customer must use a Linux-based operating system
- Fees for support services do not include recovery of Customer's deployment where Customer has failed to meet its responsibilities under this Agreement.

Customer's representative will be responsible for nominating up to 5 further named contacts who are authorized to use the Instaclustr support service and for advising Instaclustr should any contact no longer be authorized. Instaclustr will operate on the basis that any named support contact is authorized to access all Customer's related information supplied to Instaclustr.

It is the Customer's responsibility to remove all sensitive information or data from any logs, query results, code snippets, screen shares, or other any other correspondence before sending to Instaclustr via support channels.

## Required Third Party Services

**Zendesk:** Instaclustr uses Zendesk as its support ticketing system. Customer will be required to establish a Zendesk user account (no additional fees apply).

## Support Prioritization

Support requests are assigned severity levels to prioritize issues for remediation. Urgent and High priority issues are worked on 24x7 until resolved. Normal and Low priority issues are worked on during normal working hours of the assigned Instaclustr engineer. Issues in non-production environments are considered to be Normal or Low priority.

## Severity Definitions

Severity Level	Classification	Description
1	<b>URGENT</b>	Total customer outage or an outage having a significant impact on customer's business.
2	<b>HIGH</b>	An event causing degradation of a customer's Instaclustr supported service with a moderate impact on a customer's business.
3	<b>NORMAL</b>	An incident with effects that are inconvenient though not significantly impacting a customer's business.
4	<b>LOW</b>	Request for information.

## Adding or Removing Nodes

Customer will notify Instaclustr immediately should Customer add to, or remove nodes from, the supported cluster(s). Fees payable will be adjusted according to the pricing set out in the Service Charge section. Should Customer fail to notify Instaclustr of additional nodes, Instaclustr has the right to back-charge any fees payable to the time the additional nodes were added to the cluster. Instaclustr may, at reasonable periods, require proof of the number of nodes running in the supported cluster(s).

© 2023 Instaclustr Copyright | Apache®, Apache Cassandra®, Apache Kafka®, Apache Spark™, and Apache ZooKeeper™ are trademarks of The Apache Software Foundation. Elasticsearch™ and Kibana™ are trademarks for Elasticsearch BV. Kubernetes® is a registered trademark of the Linux Foundation. OpenSearch is a registered trademark of Amazon Web Services. Postgres®, PostgreSQL® and the Slonik Logo are trademarks or registered trademarks of the PostgreSQL Community Association of Canada, and used with their permission. Redis™ is a trademark of Redis Labs Ltd. \*Any rights therein are reserved to Redis Labs Ltd. Cadence is a trademark of Uber Technologies, Inc. Any use by Instaclustr Pty Limited is for referential purposes only and does not indicate any sponsorship, endorsement or affiliation between Redis and Instaclustr Pty Limited. All product and service names used in this website are for identification purposes only and do not imply endorsement.