

Apache Kafka® Per Node Support Subscription

Supported Technologies

- Apache Kafka® (including Brokers, Kafka® Connect, MirrorMaker 2, and ZooKeeper™/KRaft)
- Karapace REST Proxy
- Karapace Schema Registry
- Kafka Connect Connector—AWS S3 Source and Sink
- Kafka Connect Connector—Apache Cassandra® Sink Connector
- Kafka Connect Connector—OpenSearch® Sink Connector

Versions

The versions detailed at <https://www.instaclustr.com/support/documentation/useful-information/life-cycle-status-of-application-versions/> as GENERALLY AVAILABLE, DEPRECATED, CLOSED, LEGACY SUPPORT, or otherwise mutually agreed between the parties.

Service Levels

Service availability 24x7.

Response time < 20 minutes taken as:

- The period from which the support request is received from an authorized customer support contact by Instaclustr via one of the support channels until acknowledgement by an Instaclustr Technical Operations Engineer to the Customer and incident resolution commenced according to the defined incident severities.

For each breach of the response time SLA beyond the second in any month, 10% of the monthly contract support subscription fees as a service credit to a maximum of 50% of the monthly contracted support subscription. Service credits are applied to the next monthly invoice and are not redeemable for cash in the event of service termination.

Support Channels

- **Email** support@instaclustr.com
- **Web form** at support.instaclustr.com
- **Web chat** at support.instaclustr.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 Instaclustr 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
- Topic configuration best practice advice and troubleshooting specific topic configuration issues
- Stability and functionality issues
- Version upgrades
- Any other support requests Instaclustr 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
- Activities or products that are not listed under Instaclustr's support inclusions, including, but not limited to, broader advice on open source technology strategies and implementations.

For Customer-supplied connectors used with Kafka Connect:

- Any issue with the functions of the connector itself are excluded from support
- Issues that the connector causes with the general functioning of the cluster may, at Instaclustr's discretion, incur additional support charges
- Customer must ensure they have an appropriate licence for use of the connector

Node Counts

Technology	
ZooKeeper™/KRaft	No additional charge when used solely in conjunction with a supported Kafka cluster.
Brokers	Nodes running this tech (including as KRaft controllers) are included in the node count and charged according to base node charge.
Kafka® Connect	Nodes running this tech are included in the node count and charged according to base node charge. Will be charged as 2 nodes if co-hosted with Brokers (not recommended).
MirrorMaker 2	This technology is hosted in Kafka Connect and nodes are counted as specified for Kafka Connect (no additional charge above Kafka Connect charge).
Karapace REST Proxy	No additional charge when used solely in conjunction with a supported Kafka cluster.
Karapace Schema Registry	Nodes running this tech separately are included in the node count and charged according to base node charge. 10% of the fee per supported node if co-hosted with Brokers.

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 Customers 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 tickets are assigned a severity level that helps us prioritize issues for remediation. Urgent issues are worked 24x7 until they are resolved, or severity reduced. High tickets are worked continuously with updates provided every 4-6 hours until they are resolved, or severity reduced. Normal and Low priority issues are worked during the working hours of the assigned Support team member.

Severity Definitions

Severity Level	Classification	Description
1	URGENT	<ul style="list-style-type: none"> Total cluster outage or an outage having a significant impact on a customer's business. An event causing significant degradation of a cluster's service with a moderate impact on customer's business. An event identified as a significant and immediate risk of causing a total cluster outage or significant degradation in service. Incidents impacting non-production clusters will not be classified Urgent.
2	HIGH	<ul style="list-style-type: none"> Intermittent (but not persistent or current) significant degradation of cluster service. Incidents impacting non-production clusters will not be classified High.
3	NORMAL	<ul style="list-style-type: none"> An incident with effects that are inconvenient though not impacting a customer's business. Normal is the maximum priority that will be assigned to non-production clusters
4	LOW	<ul style="list-style-type: none"> 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).