

Redis Enterprise Cloud Support Policy

Last Updated: March 3, 2023

Redis provides support services for paid versions of the Redis Enterprise Cloud Services (the “**Cloud Services**”). This Redis Enterprise Cloud Support Policy (the “**Support Policy**”) describes the applicable support levels and processes that apply to the Cloud Services Customer has purchased, and is incorporated into the terms of the Cloud Terms of Service available at: <https://redis.com/legal/cloud-tos> or any other agreement between Customer and Redis governing the use of the Cloud Services and any related Products and Services (the “**Agreement**”). Any capitalized terms used but not defined in this Support Policy are defined in the Agreement. Redis reserves the right to change the terms of this Support Policy by publishing updated terms on its website, such change to be effective as of the date of publication.

1. Definitions.

1.1 “**Support Services**” means the services described in this Support Policy and does not include one-time services other services not specified in this Support Policy, such as training or consulting services.

1.2 “**Pricing Plan**” means the [Redis Enterprise Cloud Services pricing](https://redis.com/redis-enterprise-cloud/pricing/) plans that are available at: <https://redis.com/redis-enterprise-cloud/pricing/>.

1.3 “**Priority Level**” means the priority assigned to a support request, as shown below in this Support Policy.

1.4 “**Technical Contacts**” means the applicable named individuals at Customer’s organization who are responsible for the administration of the Cloud Services.

2. The Support Process.

2.1 **Eligible Services.** Redis provides Support Services only to paid subscriptions of the Cloud Services. This Support Policy does not apply to Free Services or Previews.

2.2 **Technical Contacts.** Support may be initiated and managed only by named individuals who are responsible for the administration of the Supported Services within Customer’s organization.

2.3 **Support Tickets.** Technical Contacts may initiate a support ticket concerning Eligible Services (a “Ticket”) 24 hours a day, 7 days a week through: (a) Redis’ web ticketing system at <https://redis.com/company/support/> or <https://app.redislabs.com>; (b) an email to support@redis.com, or (c) Redis’ support hotline at a phone number provided at the Support Services UI. Support is provided in the English language only.

2.4 **Ticket Resolution.** Redis will make commercially reasonable efforts to resolve any Ticket detailing a material and verifiable failure of the Cloud Services to conform to its Documentation. Such efforts may include helping with diagnosis, suggesting workarounds, providing patches, or modifying the Cloud Services. Support Services will not be provided for: (a) use of the Cloud Services in a manner inconsistent with the applicable Documentation; (b) modifications to the Cloud Services not provided by Redis, or (c) use of the Cloud Services with products or software not provided or approved in writing by Redis.

3. Ticket Priority Level and Response Times.

Redis will reasonably assess and assign each Ticket a priority level (“**Priority Level**”) as defined in **Table 1 – Priority Levels** and will respond to each Ticket as defined in **Table 2 – Response Times**. Redis will confirm the Priority Level with the applicable Technical Contact and will resolve any disagreement regarding the Priority Level as soon as is reasonably practical.

Table 1 – Priority Levels

Priority	Definition
Urgent	A catastrophic problem in Customer’s production database that results in the inability to access Customer Data or in loss of Customer Data. This Priority Level is not applicable for non-production databases.
High	A high-impact problem in Customer's production database that would disrupt essential operations, without impact on data availability and with no data loss. This Priority Level is not applicable for non-production databases.
Normal	A lower impact problem in Customer’s production or non-production database that involves a partial or limited loss of non-critical functionality, or some other problem not involving loss in functionality and not preventing your continued essential operations. Normal also includes any problem relating to non-production databases, such as test and development databases.
Low	A general usage question. It also includes enhancement or modification requests. There is no impact on the quality, performance, or functionality of the database in a production or non-production system.

Table 2 – Response Times

Pricing Plan	Fixed Plan	Flexible Plan
Support Service Level	Basic	Standard
Ticket Priority Level	Response Time (applies to Eligible Services only)	
Urgent	3 hours	2 hours
High	8 hours	6 hours
Normal / Low*	24 hours	24 hours

* Response times for Normal/Low priority tickets apply Monday to Friday, 9am-6pm, at Customer’s primary time zone.

4. Customer’s Responsibilities. Customer shall provide Redis with timely access to Customer’s Technical Contacts as reasonably required for allowing Redis to resolve Tickets.

5. How to Escalate a Support Ticket. If Customer is not satisfied with the response or resolution provided by Redis’ Support Services, Customer may use one of the escalation paths described in **Table 3 – Support Ticket Escalation** to have its concerns addressed:

Table 3 – Support Ticket Escalation

Escalation Path	Escalation Path Description
Request Raise of Business Impact	For support issues where the business impact has changed or was not correctly stated initially, Customer should first request to have the Priority Level of the Ticket raised.
Initiate Escalation Process	If Customer is dissatisfied with the Redis response or resolution, Customer should follow the procedure below:
Escalation Step 1	Verify that the Ticket is up-to-date and all requested information and files have been provided. Then ask for escalation through one of the channels listed in Section 3 above, indicating:(a) the Ticket number; (b) Technical Contact’s details, and (c) reason for escalation.
Escalation Step 2	A support engineer or an operator will take your information and generate an escalation request (“Escalation Request”).
Escalation Step 3	Once an Escalation Request has been received, Redis’ Support Manager will contact Customer’s Technical Contact to acknowledge the escalation process and determine the mode of communication and frequency of updates. The Support Manager will work to ensure that the appropriate resources are available to identify a solution or a workaround.