# Redis Enterprise Software
# Support Policy

*Last Updated: March 22, 2023*

Redis offers Support Services for paid versions of the Redis Enterprise Software Services (the "**Software Services**"). This Redis Enterprise Software Support Policy (the "**Support Policy**") describes the applicable support levels and processes that apply to the Software Services Customer has purchased, and is incorporated into the terms of the Redis Enterprise Software   Agreement available at: https://redis.com/software-subscription-agreement/   or any other agreement between Customer and Redis governing the use of the Software Services and any related services (the "**Agreement**"). Any capitalized terms used but not defined in this Support Policy are defined in the applicable Agreement.

1.     **Definitions.**

1.1.   "**Major Release**" means a version of the Software made generally available by Redis with improvements and bug fixes, represented by a change in the number to the left or right of the first decimal point (e.g., change from 1.1.0 to 2.1.0 or from 1.1.0 to 1.2.0).

1.2.   **"Minor Release"** means a version change represented by a change in the number to the right of the last decimal point.

1.3.   **"Software-Related Data"** mean certain information related to Customer's use of the Software including, by means of example, Software log files and Software configuration files, that Customer may need to submit for a Support package.

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

1.5.   **"Supported Software"**. Redis will use Software-Related Data solely for the purposes of providing the Support Services and, in an aggregated and anonymized form, for improving the Software. If Customer limits Redis' access to Software-Related Data, Redis will not be responsible for any resulting delays in providing the Support Services.

1.6.   **"Technical Contacts"** means the applicable named individuals at Customer's organization who are responsible and certified for the administration of the Software Services.

2.     **The Support Process.**

2.1.   **Support Tickets**. Technical Contacts may initiate a support ticket (a "**Ticket**") 24 hours a day, 7 days a week through: (a) Redis' web ticketing system at https://redis.com/company/contact/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 user interface. Support is provided in the English language only.

2.2.   **Software Upgrades**. As part of the Support Services and at no additional subscription fee, Redis will provide Customer with all new versions of the Software that it generally releases (at its sole discretion), including to

the extent such are available, all updates of existing functionalities and bug fixes. All such new versions are provided subject to the terms of the Agreement. Support does not include any item that Redis offers separately from the Software or that Redis makes available for an additional fee.

**2.3.** **Ticket Resolution**. Redis will make commercially reasonable efforts to resolve any Ticket detailing a material and verifiable failure of the Software Services to conform to its Documentation. Such efforts may include helping with diagnosis, suggesting workarounds, providing patches, or modifying the Software Services in a new release. Support Services will not be provided for: (a) use of the Software Services in a manner inconsistent with the applicable Documentation, (b) modifications to the Software not provided by or approved in writing by Redis, or (c) use of the Software 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**"), and will respond to each Ticket, as defined in **Table 1 – Priority Levels and Response Times** below. 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 and Response Times**

| Priority | Definition | Response time |
|---|---|---|
| **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. | **1 hour** |
| **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. | **3 hours** |
| **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 | **10 hours**<br><br>Monday to Friday, 9AM to 6PM, in the primary geographic zone specified by Customer. |
| **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. | |

**4.** **Premium Support.** Subject to payment of the fees due for Premium Support for the applicable Subscription Term, Redis will provide Premium Support for the Commercial Subscription for production deployments as follows:
- **Hours of operation**: 24x7
- **Support channels**: (i) online helpdesk and/or email, and (ii) phone for Urgent Severity Levels
- **Number of Tickets**: unlimited

**5.** **Customer's Responsibilities**. In addition to submitting a Support package, which is required for Redis to meet

the response times stated under Table 1, Customer shall provide Redis with timely access to Customer's Technical Contacts as reasonably required for allowing Redis to resolve reported Tickets. Customer is responsible for the adequate duplication and documentation of all of Customer's files and data for back-up purposes, and for all the contents of the Support package. If, and to the extent, Redis receives personally identifiable information from Customer in connection with the Support Services, unless otherwise stated explicitly: (i) the Redis Data Processing Addendum available at: [https://redis.com/data-processing-addendum](https://redis.com/data-processing-addendum); and (ii) the Redis Technical and Organizational Measures, available at: [https://redis.com/technical-organizational-measures/](https://redis.com/technical-organizational-measures/) shall apply. The liability limitations within the Agreement shall apply.

6. **How to Escalate a Ticket.** If Customer encounters a critical technical issue on its production system or Customer is not satisfied with the response or resolution provided by Redis' Support Services, Customer may use one of the following escalation paths:

   ● **For Tickets where the business impact has changed or was not correctly stated initially**, Customer should request to have the Severity of the Ticket raised according to the above Priority Levels.

   ● **For an existing Ticket with an underlying cause that has become critical in nature**, such as the case where a Customer production system is down, inaccessible, or Customer is dissatisfied with the Redis response or resolution, Customer should follow the procedure below: **(i)** Verify that the Ticket is up-to-date, and all requested information and files have been provided, including a request for escalation; **(ii)** Call Redis' support phone number and ask to speak with a support engineer. The phone number can be found in the Order Form or can be obtained from the Customer's sales account manager. Customer will be asked for the company name, Technical Contact's details, Ticket number and reason for the escalation. If a support engineer is not available an operator will take the information and generate an urgent support request; and **(iii)** 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.

7. **End of Life Policy**. Redis' Support Services cover each Major Release for eighteen (18) months after the general release of the subsequent Major Release (the "**Support Period**"). During the Support Period, Redis will provide (i) Minor Releases of that Major Release, and (ii) updates of existing functionality and bug fixes for the *latest* Minor Release (but not prior Minor Releases or the Major Release if Minor Releases have been issued since the Major Release). Upon expiration of the Support Period, the current Major Release and all its Minor Releases will reach their End of Life ("**EOL**"). After a Major Release has reached its EOL, Redis will not support, in any way, such Major Release or its Minor Releases. Support only covers use of the Software on the platform or operating system versions that are specified by Redis. Support does not cover (i) use of the Software on platforms or operating systems that are no longer supported by Redis, (ii) Trial Subscriptions; (iii) Evaluation Software (iv) or Previews.

8. **Amendments**. Redis may amend this Support Policy in its sole discretion. Redis may make such amendments by posting updated Support Policy terms to the applicable website or marketplace, if any, in which case Redis will also update the version date at the top of the Agreement. By continuing to access or use Redis' Support Services after Redis has posted the updated Support Policy terms, Customer is agreeing to be bound by the updated Support Policy. Any renewed Subscription will be governed by the then-current Support Policy. No term or condition contained in Customer's ordering documents apply unless specifically agreed to by Redis in writing, even if Redis has accepted the documentation.