

# Gold Support Package



The Gold Support Package offers enhanced post-sales support that goes beyond our standard subscription support, designed to accelerate your success with Aerospike through dedicated expertise and proactive engagement.

This elevated offering provides priority response times, expanded support access, complimentary service catalog credits, and strategic guidance from an assigned Technical Account Manager (TAM) who becomes familiar with your environment and objectives. For further details, contact an Aerospike account representative.

## Enhanced SLA

- Urgent (24x7) – 30 minutes
- High (24x7) – 4 hours

## Designated Support Contacts

10

## Complimentary Service Catalog Credits\* to engage with Aerospike Professional Services

16

## Assigned Technical Account Manager (TAM) with the following responsibilities:



Monthly cadence with customer champion(s)



Annual health check for 1 cluster



Critical situation oversight



Quarterly technical office hour sessions



Urgent support ticket analysis / root cause assessment



Product defect / feature request advocacy

\*Customer will receive Complimentary Service Catalog Credits distributed in equal installments at the beginning of each quarter for the duration of the contract, with credits expiring at the end of each quarter and no carryover permitted between quarters.