

Customer support packages



Aerospike provides support packages aligned to different levels of service, proactive engagement, and expert guidance.

The Silver package is included as the standard offering with all paid Aerospike subscriptions. Customers may upgrade to Gold or Platinum packages for additional benefits. For further details, contact an Aerospike account representative.

Silver	Gold	Platinum
Standard SLA <ul style="list-style-type: none"> Urgent (24x7) – 1 hour High - 4 business hours 	Enhanced SLA <ul style="list-style-type: none"> Urgent (24x7) – 30 minutes High (24x7) - 4 hours 	Premium SLA <ul style="list-style-type: none"> Urgent (24x7) – 15 minutes High (24x7) – 4 hours
3 designated support contacts	10 designated support contacts	No set limit on support contacts
	16 Complimentary Service Catalog Credits*	Complimentary Service Catalog Credits* Personalized Learning Management System Aerospike Executive Sponsor
	Technical Account Manager (TAM) Responsibilities <ul style="list-style-type: none"> Monthly cadence with customer champion(s) Critical situation oversight Urgent support ticket analysis / root cause assessment Annual health check for 1 cluster Quarterly technical office hour sessions Product defect / feature request advocacy 	Technical Account Manager (TAM) Responsibilities <ul style="list-style-type: none"> Weekly cadence with customer champion(s) Success plan creation and monitoring Critical situation oversight Full support ticket analysis / root cause assessment Semi-annual health checks for up to 5 clusters Monthly technical office hour sessions Product defect / feature request advocacy Best practices & enablement sessions Design & architecture review sessions Annual executive business review Annual product roadmap review session

*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.

