

If Client has purchased Advanced Support, and remains in good standing under the applicable agreement, the following hours, features, and target response times apply to the Services during the Order Term.

Advanced Support

Features	Description		
Support Hours:	Region	Severity Level 1	Severity Level 2-4
	North America	24x7x365	24x5 (starting from 6:00pm Sunday through 8:00pm Friday EST/EDT)
	EMEA	24x7x365	24x5 (starting from 11:00pm Sunday through 1:00am Saturday GMT/BST)
	Asia Pacific	24x7x365	24x5 (starting from 8:00am Monday through 10:00am Saturday AEDT/AEST)
Named Contacts:	Client shall specify three (3) Client Authorized Users (“Named Contacts”) who may create support tickets on Client’s initial onboarding call. When changes are needed, Client admin may update the Named Contacts list by submitting a support ticket. Client’s other Authorized Users may also submit support tickets but must copy a Named Contact when submitting the ticket.		
Additional Benefits:	<ul style="list-style-type: none"> ● Support Portal Access giving Client named support contacts visibility into all support tickets attached to Client’s dbt Cloud account. ● Quarterly Product Usage Report displaying key usage-related metrics. ● Bi-annual (i.e. twice a year) dbt certified report from the dbt Labs training team providing an overview of Client’s Learning Management System usage and dbt certification status of Client Authorized Users. ● Monthly Support Review: a dbt Labs senior customer support engineer will meet with Client to review the status of current support tickets and provide a retrospective of previous support tickets submitted by the Client (Monthly Support Review is provided upon Client request, up to one (1) hour each month). 		

Severity Levels		Target Response Time
Severity Level 1	Any Error which makes the use or continued use of the Subscription or material features impossible; Subscription is not operational, with no alternative available.	Within one (1) hour.
Severity Level 2	Feature failure, without a workaround, but Subscription is operational.	Within two (2) hours.
Severity Level 3	Feature failure, but a workaround exists.	Within four (4) hours.
Severity Level 4	Error with low-to-no impact on Client’s access to or use of the Subscription, or Client has a general question or feature enhancement request.	Within twelve (12) hours.