

If Client has purchased Premier Regional 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.

Premier Regional Support

Features	Description	
Support Location:	<p>US-Only Support: If Client purchases “dbt Support, Premier Regional - United States”, all support personnel shall be located within the United States of America when providing support to Client.</p> <p>Europe-Only Support: If Client purchases “dbt Support, Premier Regional - Europe”, all support personnel shall be located within Europe when providing support to Client.</p>	
Support Hours:	Severity Level 1:	8:00am - 8:00pm (EST/EDT for US-Only Support, GMT/BST for Europe-Only Support), 7 days a week
	Severity Levels 2-4:	<p>8:00am - 8:00pm (EST/EDT for US-Only Support, GMT/BST for Europe-Only Support), 5 days a week.</p> <p>For US-Only Support, support is not available during U.S. public holidays; for Europe-Only Support, support is not available during U.K. recognized bank holidays.</p>
Named Contacts:	<p>Client shall specify five (5) 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.</p>	
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) • Live Troubleshooting 	

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.