Support Web	support.stardog.com
Support Email	support@stardog.com
Version	**Versions Supported** include the current release and one prior version only.
Case Logging	Web and Email Support **Software maintenance, which includes maintenance releases, enhancements, new versions, additions, and modifications to the Software**, that it provides to all other customers under support for no additional fee. **Bug fixes** to bring the Software into substantial conformance with its then-current user guide. **Response time** in accordance with the chart below. **Resolution Process for Issues of Severity Levels 1 and 2:** Trouble Ticket opened. Assign engineer to determine and correct the error. Periodic reports on the status of the correction. Initiate work to correct the error.
Supplemental Premium Support	**Adds:** private Maven repositories, private Docker repositories, dedicated Slack channel, priority bug fixes, and priority feature releases

Severity	Definition	Response Goal	Details
Severity 1	Software **substantially fails** to perform. Errors in core system, such as cluster/server downtime, database corrupted, and system non-functional.	**Premium Support:** 4 business hours **Base Support:** 1 business day	Trouble Ticket opened. **Assign engineer** to determine and correct the error. **Periodic reports** on the status of the correction. **Initiate work** to correct the error.
Severity 2	**Substantial degradation** in performance of the Software. Errors that cause correctness issues in reads/writes.	**Premium Support:** 1 business day **Base Support:** 2 business days	Trouble Ticket opened. **Assign engineer** to determine and correct the error. **Periodic reports** on the status of the correction. **Initiate** work to correct the error.
Severity 3	**Minimal-to-no impact** on the availability or performance of the Software. Errors are defects in non-critical components.	**Premium Support:** 2 business days **Base Support:** 3 business days	Commercially reasonable efforts to **include in next major release**.