

KURRENT

Support Services Policy

KURRENT SUPPORT SERVICES POLICY

This Kurrent Support Services Policy describes the support and maintenance services Kurrent will provide to Customers related to applicable Kurrent Productsproducts for which the Customer is entitled to receive Support Services. Kurrent will use commercially reasonable efforts to provide the support and maintenance services as set forth on this page, as may be updated by Kurrent from time to time. Kurrent will perform the Support Services in a professional manner using qualified and experienced personnel.

1. Scope

This policy applies to the Support Services provided by Kurrent for Kurrent Products.

2. Definitions

- **"Business Day"** means Monday through Friday (Customer Local Time), excluding holidays observed by Kurrent.
- **"Business Hours"** means the 12-hour time period, from 7am - 7pm (United Kingdom time zone), during Business Days.
- **"Kurrent Products"** means the products whose associated Support Services are described in this policy, as specified in the Kurrent Enterprise Master Agreement..
- **"Kurrent Cloud Services"** means a Kurrent platform-as-a-service offering, including without limitation the Kurrent Cloud offering, that is specified in the Kurrent Enterprise Master

Agreement and corresponding Kurrent Cloud Services Addendum, an Order Form, Authorised Partner Order, or Monthly Invoice.

- **“Customer”** means the Kurrent customer that has purchased a subscription related to a Kurrent product that entitles the customer to receive Support Services as described in this policy.
- **“Customer Data”** means electronic data and information submitted or made available by Customer to the Kurrent Cloud Services for processing within the Kurrent Cloud Services as well as any modifications to such data and information made in the course of Customer’s operation of the Kurrent Cloud Services.
- **“Documentation”** means Kurrent’s published online user guides, documentation, and help materials relating to the Kurrent Products.
- **“Error”** means a reproducible failure of, or bug, defect, or error in, Kurrent Product that prevents the Kurrent Product from functioning in accordance with its applicable Documentation.
- **“Knowledge Base”** means that portion of the Kurrent support portal that provides Customers with exclusive access to information regarding installation and configuration, troubleshooting and diagnostics, and best practices. The Knowledge Base content is reviewed and updated regularly by Kurrent’s global support organisation.
- **“Maintenance Release”** means releases that contain a number of critical and well-tested bug fixes aimed at improving product quality and stability and generally do not deliver any new functionality.
- **“Separately Licensed Code”** means software developed by third parties that may accompany the Kurrent Products but is separately licensed directly by such third parties to the Customer (such as third-party operating systems).
- **“Support Contact”** means designated Customer personnel with (a) a Kurrent support portal account and (b) with the authority to act upon Customer's behalf to communicate with Kurrent's global support organisation to receive support for Kurrent Products.
- **“Support Services”** or “Support” means the support and maintenance services as set forth on this page to be provided by Kurrent for applicable Kurrent Products.
- **“Supported Cluster”** means a federated group of nodes sharing the same Customer data set and running Kurrent Products subject to the Customer Agreement

3. Support Engagement

Support Contact(s) may engage Kurrent technical support by opening a support ticket via the Kurrent support portal. Tickets will be handled according to the Customer’s subscription level (i.e.,

Standard or Enterprise/Enterprise Premium) as indicated in the matrix below.

When reporting a problem or issue, the Support Contact should provide the following information within the support ticket:

1. A description of the problem or Error and when it was observed;
2. The step-by-step process to reproduce the problem or Error;
3. Error messages and/or signatures associated with the problem or Error;
4. System log and statistics files covering the time at which the issue occurred;
5. Any additional data available or required as determined by Kurrent including, but not limited to, stack traces, configuration settings and related information, to diagnose or resolve the problem or Error; and
6. Information necessary to classify the Priority level of the issue or reported Error.

4. Support Coverage

The Support Services are intended to assist with break/fix issues in Kurrent Products. Break/fix support is defined as assistance in resolving issues specific to Kurrent Product defects, improper configuration, unexpected behavior, or issues with the available documentation or instructions for using the Kurrent Product. Kurrent Support Services include access to the Kurrent support portal and Knowledge Base.

Support Contacts may open tickets and expect responses to break/fix issues or questions pertaining to:

1. Operational support for a Supported Cluster including: (i) identifying, diagnosing and fixing errors in Kurrent Products and (ii) recovering Kurrent Products from failures and troubleshooting of issues.
2. Problem diagnosis and resolution including: (i) problem isolation and diagnosis of errors in the Kurrent Products and (ii) patches and workarounds to fix bugs in the Kurrent Products, including developing Maintenance Releases, or through an upcoming general release based on the issue Priority and importance.
3. Assistance with specific Kurrent Product errors that arise during Installation, deployment and upgrading of Kurrent Products.
4. Kurrent Cloud Services: Support Contacts may request information regarding (i) break/fix issues arising from any Error, including troubleshooting, diagnosis, and recommendations for potential workarounds related to the Error, (ii) the availability of the Kurrent Cloud Services, (iii)

the operational health of workload engines instantiated within the Kurrent Cloud Services, and (iv) the movement of Customer Data to or from the Kurrent Cloud Services.

5. Problem or Error Resolution; Escalation

Once the problem or Error is resolved, Kurrent will contact the Customer to confirm the problem or Error resolution. Kurrent will provide Customer with the following information during the final communication prior to closing the ticket: (a) root cause; (b) resolution; and (c) recommendation for preventative action (if applicable).

If, at any time, Customer believes that it is not receiving the expected level of support purchased, Customer may ask to have its ticket escalated to Kurrent support management. Any Customer-requested escalation receives Kurrent support management attention. Kurrent is committed to working with Customers to help ensure that Customers receive high-quality support.

6. Exclusions

The Support Services do not include: (i) the installation or removal of the Kurrent Products; (ii) initial or additional use case design; (iii) architecting custom solutions or performance tuning; (iv) architectural design reviews; (v) visits to Customer's site; (vi) training; (vii) information or assistance on technical issues related to the debugging, installation, administration, or use of a Customer's computer systems and enabling technologies including, but not limited to, databases, computer networks, communications, hardware, hard disks, networks, and printers; or (viii) Kurrent Products delivered in a containerized form, as the containers may include dependent components provided as Separately Licensed Code (the "Dependent Components"). Support Services apply to certain applications when used in conjunction with the Dependent Components. Support Services do not, however, apply directly to the Dependent Components themselves. Kurrent has no obligation to correct any problems with the Kurrent Products or any issues resulting from: (ix) Customer's negligence or misuse of the Kurrent Products; (x) use of the Kurrent Products not in accordance with the Customer Agreement or the user documentation applicable thereto; (xi) defects or errors in any program or program version not specified by Kurrent as Kurrent Products; (xii) defects or errors in any hardware; or (xiii) any acts or omissions of Customer and/or any third party. (xiv) Support services do not extend to issues arising from intrusive third-party applications that interfere with, alter, or otherwise affect the regular functioning of the Product.

7. Priority Levels

Upon receipt of a properly submitted support ticket, Kurrent shall prioritise such support ticket in accordance with the Priority levels defined below and make commercially reasonable efforts to meet the Initial Response Target for the applicable Priority level. Priority levels may be re-evaluated and adjusted through the life of a support ticket based on various factors, including, for example,

availability of a workaround. The table below also provides the Kurrent and Customer responsibilities associated with the various Priority Levels. Kurrent and Customer responsibilities vary depending on whether the Customer has a subscription entitling the Customer to Kurrent Cloud Base Support Services, Standard Support Services, Enterprise Support Services, or Enterprise Premium Support Services.

SUPPORT TICKET PRIORITY DEFINITIONS

Ticket Priority	Kurrent Enterprise	Kurrent Cloud
P1	A major error within a Kurrent software product that severely impacts the customer's use of this product for production purposes, such as the loss of production data or where production systems are down or not functioning, and no work around exists.	An Error that results in total loss of service, continuous instability of service, a security breach, or inability to use a feature or functionality that is then-currently relied upon for production purposes where no workaround is available.
P2	An error within a Kurrent software product where the customer's system is functioning but in a degraded or limited capacity. This includes a problem that is causing significant impact to portions of the customer's business operations and productivity, or where the Kurrent software product is exposed to potential loss or interruption of service.	An error within a Kurrent software product where the customer's system is functioning but in a degraded or limited capacity. This includes a problem that is causing significant impact to portions of the customer's business operations and productivity, or where the Kurrent software product is exposed to potential loss or interruption of service.
P3	A medium-to-low impact error that involves partial and/or non-critical loss of functionality for production and/or development purposes, such as a problem that impairs some operations but allows the customer's operations to continue to function. All P1 and P2 Support tickets with workarounds as well as requests for administrative assistance will become P3 tickets.	General questions, or Errors for which a viable workaround is available. All P1 and P2 Support tickets with workarounds as well as requests for administrative assistance will become P3 tickets.
P4	A P4 ticket is a low priority request for information or feature request where there is no impact to customer's business operations.	A P4 ticket is a low priority request for information or feature request where there is no impact to customer's business operations.

SUPPORT SERVICE LEVEL OBJECTIVES (SLO): KURRENT CLOUD BASIC SUPPORT

Basic Support is included for all Kurrent Cloud customers, and provides access to documentation, community support, Cloud Billing Support, and basic connectivity issues on a best effort basis through the cloud console only. For Kurrent Cloud uptime SLA refer to:

<https://www.kurrent.io/cloud-services-addendum> .

SUPPORT SERVICE LEVEL OBJECTIVES (SLO): KURRENT ENTERPRISE - BUILD EDITION, KURRENT CLOUD STANDARD SUPPORT

Ticket Priority	Initial Response Target	Update Frequency Target	Responsibilities
P1	Within 8 Hours	Updated every 1 Business Day	Customer: Resources available during Business Hours. Ability/willingness to provide necessary diagnostic information promptly. Kurrent: Resources dedicated during Business Hours until a resolution or workaround is in place as soon as is commercially reasonable.
P2	Within 12 Hours	Updated every 1 Business Day	Customer: Resources available during Business Hours. Ability/willingness to provide necessary diagnostic information promptly. Kurrent: Resources dedicated during Business Hours until a resolution or workaround is in place as soon as is commercially reasonable.
P3	Within 1 Business Day	Updated every 2 Business Days	Customer: Resources available during Business Hours. Ability/willingness to provide necessary diagnostic information promptly. Kurrent: Resources dedicated during Business Hours until a resolution or workaround is in place as soon as is commercially reasonable.
P4	Within 1 Business Day	As information becomes available	Customer: Use tickets for the feature request and specifics on requested functionality. Kurrent: Solid understanding of the Customer request documented in Kurrent systems for review by Kurrent Product Management.

SUPPORT SERVICE LEVEL OBJECTIVES (SLO): KURRENT ENTERPRISE - SCALE EDITION, KURRENT CLOUD ADVANCED SUPPORT

Ticket Priority	Initial Response Target	Update Frequency Target	Responsibilities
P1	Within 2 Hours	Updated every 4 hours	Customer: Resources available 24x7. Ability to provide necessary diagnostic information. Kurrent: Resources dedicated 24x7 until a resolution or workaround is in place as soon as is commercially reasonable
P2	Within 4 Hours	Updated every 1 Day	Customer: Resources available 24x7. Ability to provide necessary diagnostic information. Kurrent: Resources dedicated 24x7 until a resolution or workaround is in place as soon as is commercially reasonable
P3	Within 1 Business Day	Updated every 2 Business Days	Customer: Resources available during Business Hours. Ability/willingness to provide/share necessary diagnostic information promptly. Kurrent: Resources dedicated during Business Hours until a resolution or workaround is in place as soon as is commercially reasonable
P4	Within 2 Business Days	As information becomes available	Customer: Use tickets for the feature request and specifics on requested functionality. Kurrent: Solid understanding of the Customer request documented in Kurrent systems for review by Kurrent Product Management.

SUPPORT SERVICE LEVEL OBJECTIVES (SLO): KURRENT ENTERPRISE - SCALE EDITION (PREMIUM SUPPORT), KURRENT CLOUD PREMIUM SUPPORT

Ticket Priority	Initial Response Target	Update Frequency Target	Responsibilities
P1	Within 30 Minutes	Updated every 2 Hours	Customer: Resources available 24x7. Ability to provide necessary diagnostic information. Kurrent: Resources dedicated 24x7 until a resolution or workaround is in place as soon as is commercially reasonable
P2	Within 2 Hours	Updated every 8 Hours	Customer: Resources available 24x7. Ability to provide necessary diagnostic information. Kurrent:

Ticket Priority	Initial Response Target	Update Frequency Target	Responsibilities
			Resources dedicated 24x7 until a resolution or workaround is in place as soon as is commercially reasonable
P3	Within 8 Business Hours	Updated every 1 Business Day	Customer: Resources available during Business Hours. Ability/willingness to provide/share necessary diagnostic information promptly. Kurrent: Resources dedicated during Business Hours until a resolution or workaround is in place as soon as is commercially reasonable
P4	Within 12 Business Hours	As information becomes available	Customer: Use tickets for the feature request and specifics on requested functionality. Kurrent: Solid understanding of the Customer request documented in Kurrent systems for review by Kurrent Product Management.

8. Dependent and Optional Components

Kurrent Products may be provided with dependent and optional components as described in applicable documentation. These components are not part of the Kurrent Products and may be included for dependency purposes or for Customer convenience only. These components are licensed to Customers under the terms of the applicable licence agreements as described in applicable documentation or at Third Party Licences. A Customer's use of these components is subject to such Customer's compliance with the applicable licence terms.

9. Unsupported Code/Technology Previews

Some capabilities within the Kurrent Products may be described as "Technology Preview" components within applicable documentation. Technology Preview components are not supported as part of the Support Services, and, therefore, Kurrent does not recommend the use of Technology Preview components in Customer's production environments. Customers are encouraged to provide feedback regarding, and enhancement requests for, these Technology Preview components. Neither Kurrent nor its third-party suppliers or licensors are under any obligation to deliver or migrate Technology Preview components into the Kurrent Products and may choose to abandon Technology Preview components at any time.

10. Third-Party Products

Kurrent will use commercially reasonable efforts to identify issues related to integration with third-party products and technologies. Examples include the following: (a) Review of systems errors and impact related to use of the Kurrent Products including disk, memory and processor utilisation observed when issues are being evaluated; (b) Assessment and advisement on network and protocol connectivity issues associated with the connectivity with Kurrent Products; and (c) Review of security configuration as it relates to the integration of third-party products with Kurrent Products. If the issue is the result of the use of the third-party product and does not arise from a Kurrent Product, the Support Contact will be required to work with the applicable third-party vendor to resolve this issue.

11. Additional Requirements

While Customer has an active subscription for Kurrent Products covering Customer’s computer systems that allows Customer to receive technical support and software maintenance related to a Kurrent Product, Customer agrees that all of its computer systems on which Customer has deployed Kurrent Products will be covered by an active subscription. Each cluster must be entitled to the same platform product and the same support level. Individual add-on products may be entitled at a Node level within the cluster. Notwithstanding any other provision as agreed between the parties, in the event that Customer elects not to renew a subscription for any Kurrent Products or does not execute the renewal before the end of the existing renewal term, should Customer purchase a new subscription for the same Kurrent Products at some future time or execute the renewal past the existing term date, subscription fees plus a twenty percent (20%) reinstatement fee will be charged for the period beginning as of the end of the Subscription Period of the original subscriptions which Customer previously elected not to renew or is late on the renewal.

Context in Action™

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Product

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