

NOT FOR EDITING

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ClickHouse Support Services Policy

This ClickHouse Support Services Policy sets forth ClickHouse’s policy for the provision of Support Services to customers (each a “**Customer**”) who have the right to receive support from ClickHouse for a ClickHouse Product (defined below) under the applicable agreement between ClickHouse and Customer (the “**Agreement**”). This Support Services Policy does not apply to trial or non-paid use of any ClickHouse Product. Capitalized terms used, but not defined herein, have the definition set forth in the Agreement.

1. Defined Terms

- a. “**Business Day**” means Monday through Friday during Normal Business Hours (as defined below) other than a day designated from time to time as a national holiday in the place from which Support Services may be provided.
- b. “**ClickHouse Product**” means a ClickHouse product or service for which Customer has the right to receive Support from ClickHouse under the Agreement.
- c. “**Committed Customer**” or “**Committed**” means a Customer that uses a ClickHouse Product or receives Support pursuant to an Entitlement under an Order Form. For clarity, a Customer shall be a Committed Customer only during the Order Form Term for the applicable Entitlement.
- d. “**Customer Organization**” means a top-level entity in ClickHouse Cloud’s resource hierarchy used by Customer to manage users, billing, and services for certain ClickHouse Products.
- e. “**Customer Tier**” means the tier, if any, of ClickHouse Product that Customer has purchased the right to use.
- f. “**Customer Type**” means either a Committed Customer or Pay-as-you-go Customer.
- g. “**Designated Support Customer**” means a Customer using ClickHouse Cloud - Enterprise Tier, ClickHouse BYOC, or ClickHouse Private / ClickHouse Government.
- h. “**Entitlement**” has the meaning given to it in the Agreement, or if not defined, means Customer’s right, for the quantity of credits, seats, servers, capacity, or other unit of measure set forth in an Order Form (if applicable), to use a ClickHouse Product or receive Support.
- i. “**Long-Term Supported Release**” means the official release for the OSS Software which has been designated as a release for long term support. ClickHouse designates it as a Long-Term Supported Release by including the letters “LTS” in the release number, which are typically March and August releases.
- j. “**Normal Business Hours**” means Monday 00:00 UTC through Saturday 00:00 UTC.
- k. “**OSS Software**” means the ClickHouse software of the same name that is licensed for use under the Apache 2.0 license.
- l. “**Pay-as-you-go Customer**” or “**Pay-as-you-go**” means a Customer that uses a ClickHouse Product or receives Support on a pay-as-you-go basis.
- m. “**Regular Stable Sequential Release**” means the official software release for the OSS Software which has not been designated as a Long-Term Supported Release.
- n. “**Severity Level 1**” (Critical Business Impact) means a critical production error within the ClickHouse Product that severely impacts the Customer’s use of the ClickHouse Product for production purposes, such as the loss of production data or where production systems are not functioning and no work-around exists.
- o. “**Severity Level 2**” (Major Business Impact) means an error within the ClickHouse Product where the Customer’s system is functioning for production purposes but in a reduced capacity, such as a problem that is causing significant impact to portions of the Customer’s business operations and productivity, or where the system is exposed to potential loss or interruption of service.
- p. “**Severity Level 3**” (Minor Business Impact or General Questions) means a medium-to-low impact error that involves partial and/or non-critical loss of functionality for production purposes or development purposes, such as a problem that impairs some operations but allows the Customer’s operations to continue to function. Errors for which there is limited or no loss or functionality or impact to the Customer’s operation and for which there is an easy workaround qualify as Severity Level 3. General questions are also Severity Level 3 issues.
- q. “**Support**” means technical support by web conference, chat, Slack or email (or potentially on-premise in the case of a TAM Architect) provided by ClickHouse to a Support Contact concerning a Support Incident.

- r. “**Support Contact**” means a single named individual who is authorized to contact ClickHouse to use the Support Services.
- s. “**Support Incident**” means a single issue or error with the ClickHouse Product that is raised with ClickHouse by a Support Contact. Each Support Incident will be assigned a unique ID by ClickHouse. In the situation where multiple similar or equivalent cases are opened for a single Support Incident, ClickHouse may choose to consolidate these into a single support case, in which case it shall promptly notify Customer.
- t. “**TAM Architect**” means a technical account manager that is assigned to an eligible customer.

2. Scope and Performance of Support Services.

The scope of the Support Services provided to Customer includes general assistance and support for the installation of any Customer-hosted components of the ClickHouse Product and the configuration of the ClickHouse Product, as well as operational and development assistance on how to use the ClickHouse Product. All Customers are entitled to an unlimited number of Support Incidents and Support Contacts. Customers entitled to a TAM Architect may receive the additional scope of Support Services as set forth [here](#). ClickHouse shall use commercially reasonable efforts to meet the applicable target initial response times set forth in Section 3 below. Customer acknowledges that the time required for resolution of issues may vary depending on the specific circumstances of each problem, including, without limitation, the nature of the incident/problem, the extent and accuracy of information available about the incident/problem, and the level of Customer's cooperation and responsiveness in providing materials, information, access and support reasonably required by ClickHouse to achieve problem resolution.

3. Initial Response Times by ClickHouse Product, Customer Tier and Customer Type (if applicable), and ClickHouse Efforts by Severity Level

*a. ClickHouse Products, Customer Tiers, Customer Types, and Initial Response Times**

ClickHouse Product	Customer Tier (Customer Type)	Severity 1	Severity 2	Severity 3
ClickHouse Cloud	Enterprise (Committed)	30 minutes (24 x 7 x 365)	Two Normal Business Hours	24 Normal Business Hours
	Enterprise (Pay-as-you-go) Scale (Committed)	One hour (24 x 7 x 365)	Four Normal Business Hours	24 Normal Business Hours
	Scale (Pay-as-you-go)	Two hours (24 x 7 x 365)	24 Normal Business Hours	24 Normal Business Hours
	Basic (Committed and Pay-as-you-go)	Not available	Not available	24 Normal Business Hours
ClickHouse BYOC ClickHouse Private ClickHouse Government	-	30 minutes (24 x 7 x 365)	Two Normal Business Hours	24 Normal Business Hours
OSS Software	-	One hour (24 x 7 x 365)	Four Normal Business Hours	24 Normal Business Hours
Langfuse Cloud	Enterprise (Committed)	One hour (24 x 7 x 365)	Four Normal Business Hours	24 Normal Business Hours
	Enterprise (Pay-as-you-go) Pro/Teams (Committed)	Not available	Not available	24 Normal Business Hours

Self-hosted Langfuse	Enterprise	One hour (24 x 7 x 365)	Four Normal Business Hours	24 Normal Business Hours

* If Customer uses a ClickHouse Product both on a Committed basis and on a Pay-as-you-go basis, only Support Incidents submitted through the Customer Organization designated for the applicable Entitlement shall be eligible for the applicable Committed target initial response times set forth in this Section 3.

Any ClickHouse Products, Customer Tiers, or Customer Types not listed above are supported on a good faith effort basis only, without target response times.

b. Designated Support Customers

Designated Support Customers are also provided a named lead support engineer.

c. Efforts by Severity Level

Severity Level 1 Effort

ClickHouse will respond to Severity Level 1 issues as set forth for the applicable ClickHouse Product and tier (if any) above, and implement, subject to Customer availability to provide assistance, continuous follow-the-sun case management to provide a workaround or resolution for any Level 1 issues as soon as is commercially reasonable.

Severity Level 2 Effort

ClickHouse will respond to Severity Level 2 issues as set forth for the applicable ClickHouse Product and tier (if any) above, and use reasonable efforts to provide a workaround or resolution for any Severity Level 2 issues.

Severity Level 3 Effort

ClickHouse will respond to Severity Level 3 issues as set forth for the applicable ClickHouse Product and tier (if any) above, and use reasonable efforts to provide a resolution for any Severity Level 3 issues in a subsequent release of the ClickHouse Product, as applicable. All inbound production email cases shall have an initial status of Severity Level 3.

Limitations

- Response times do not apply to TAM Architects.

4. Customer Obligations; English Language.

Customer agrees to provide ClickHouse with reasonable: (i) detail of the nature of and circumstances surrounding the issue, (ii) access to Customer's environment as necessary to enable ClickHouse to provide Support Services; and (iii) cooperation in the diagnosis and resolution of any issues. Customer understands that Support Services are provided in the English language and Customer is therefore obligated to provide Support Contacts who are reasonably proficient in reading, writing, speaking and understanding the English language.

5. Supported Versions; Experimental Features.

Notwithstanding anything else: (i) where the ClickHouse Product is OSS Software, ClickHouse will support (a) the current Regular Stable Release of the OSS Software in conjunction with the two (2) prior Regular Stable Releases of the OSS Software for a minimum period of three (3) months from the date of the current Regular Stable Release, and (b) ClickHouse will support the current Long-Term Supported Release of the OSS Software in conjunction with the one (1) prior Long-Term Supported Release of the OSS Software or a minimum period of one (1) year from the date of the current Long-Term Supported Release; (ii) where the ClickHouse Product is not OSS Software (for example, ClickHouse Cloud, ClickHouse BYOC, ClickHouse Private, and ClickHouse Government), ClickHouse will only support the then-current release (subject to a grace period of up to 30 days for Designated Support Customers only); and (iii) any issue known or later determined to relate to non-production ready features in the Clickhouse Product, which includes features designated by ClickHouse as "Experimental Features" or "Beta Features", and "Private Preview" versions of the ClickHouse Product will be classified and supported as a Severity Level 3 issue. ClickHouse may request that the Customer disable any such feature as part of troubleshooting an issue.

6. Support Service Exclusions.

ClickHouse will have no obligation to provide Support Services to Customer in the event that (i) the ClickHouse Product has been changed, modified or damaged by Customer or anyone other than ClickHouse, (ii) the problem is caused by Customer's negligence, misconduct, or misuse of the ClickHouse Product, a hardware malfunction, or other causes beyond the reasonable control of ClickHouse, (iii) the problem is due to third party software, (iv) the OSS Software is being hosted by a third party that is offering the OSS Software as a service, (v) Customer has not installed or implemented any ClickHouse Product releases, as applicable, made generally available or is not running a then supported version of the ClickHouse Product, in each case, as provided by ClickHouse or (vi) information requested by Customer could reasonably be expected to assist in the development, deployment, enablement and/or maintenance of any non-ClickHouse software or software-as-a-service offering that competes with any ClickHouse product or service. The Support Services do not cover the support of any third party software that integrates with the ClickHouse Product or the investigation into a potential or actual security incident in a Customer environment, including but not limited to the analysis and response to security events and signals. In addition, the Support Services do not include the following: (a) use of any version of the OSS Software that is not designated as a production release (such as a milestone or release candidate or code contained in the sandbox or any other repository that is not packaged into a production release distribution); (b) Customer's failure to comply with operating instructions contained in the Documentation for the ClickHouse Product; (c) installation, configuration, management and operation of Customer's applications; (d) APIs, interfaces or data formats other than those included with the ClickHouse Product; or (e) any training.

7. Supported Platforms for the OSS Software

A list of supported platforms for the OSS Software is set forth [here](#).