



# Neo4j Customer Support - *A Reference Guide*

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## Executive Summary

This document describes customer support services (“Support Terms”) provided by Neo4j Customer Support organization to customers with active subscriptions. A current version of this guide, including a list of currently supported configurations, may be found at <https://support.neo4j.com>. Neo4j reserves the right to change, alter, replace or otherwise modify these Support Terms at any time. The date of last modification is stated at the end of these Support Terms.

## Welcome

When your organization selected Neo4j, you gained a partner with the right tools and support services to meet your needs, along with a strong commitment to providing a world-class customer experience. We understand that technology alone isn't enough to meet your increasingly complex and dynamic business and information system needs. The Neo4j team's deep technical knowledge of the Neo4j product and a passion for our customers uniquely position us to help you maximize the value of your Neo4j investment.

Through our flexible support programs and services, we help you make the journey through installation, development, testing, deployment and management of your Neo4j solution efficient and productive. Our goal is to help you get the most value out of your Neo4j environment.

We appreciate your business and look forward to providing the world-class service and support that is the hallmark of Neo4j.

## Getting Started with Neo4j Customer Support

Before accessing Neo4j Customer Support, we recommend you follow each of the steps below to optimize your Neo4j Customer Support experience. As you purchase new products and services you may repeat some of these steps. We recommend that you review this guide in its entirety so you will be ready to effectively utilize all aspects of your support programs and options. It can help you locate resources, tools and information that will aid in resolving your issues. It can also help you to understand key Neo4j Customer Support processes and policies.

# TABLE OF CONTENTS

Executive Summary .....	2
Welcome.....	2
Getting Started with Neo4j Customer Support .....	2
Maximizing the Neo4j Customer Experience.....	5
Registering with Customer Support .....	5
Become Familiar with your Support Coverage.....	5
Register for Neo4j GraphAcademy.....	5
Neo4j Customer Support Options .....	6
Neo4j Standard Support.....	8
Neo4j Premium Support.....	8
Neo4j Platinum Support.....	9
Supported Products.....	10
Working with Neo4j Customer Support .....	11
Neo4j Ticketing System .....	11
Contacting Neo4j Customer Support .....	11
The Customer Support Process .....	12
Before Opening A Support Ticket.....	12
Neo4j Customer Support.....	13
Ticket Flow Process .....	14
Ticket Escalation Process.....	15
Criteria for Closing Tickets.....	16
Mutual Resolution Commitment for Severity 1.....	16
Neo4j Support Responsibilities.....	16
Your Responsibilities.....	17
Customer Satisfaction.....	18
Ticket Severity Definitions .....	19
Response and Escalation Guidelines .....	21
Level 1 .....	21

Level 2 .....	21
Level 3 .....	22
Level 4 .....	22
Business Continuity Plan.....	24
Normal Support Operation.....	24
Failure Scenario: Support Portal is unavailable.....	24
Support of Third-party Products.....	25
Neo4j Holiday Schedule.....	25
Software Support Duration .....	25
Upgrade Compatibility.....	25

# Maximizing the Neo4j Customer Experience

## Registering with Customer Support

The Neo4j Support Portal is your interface to Neo4j Customer Support. To gain access to the portal, please email Neo4j Customer Support at [support@neo4j.com](mailto:support@neo4j.com) with your full name, company email address and time zone or location in your request. Once your account is created, you will receive an email requesting verification of the new account. The Support Portal is described later in the document.

## Become Familiar with your Support Coverage

Review the terms and conditions of your support coverage. This information may be obtained by contacting your Neo4j Account Manager at [am@neo4j.com](mailto:am@neo4j.com).

## Register for Neo4j GraphAcademy

Neo4j GraphAcademy can help you to learn critical Neo4j skills and get the most from your Neo4j solution, while avoiding issues that could affect productivity. Neo4j GraphAcademy offers a number of courses and material to fit just about any learning need. All of the Neo4j Training offerings are designed for hands-on learning and combine just the right mix of technology background and hands-on exercises to keep you on track. The maximum amount of practical information is delivered in the shortest amount of time to keep you and your staff efficient and productive.

If you have not already done so, we recommend that you review Neo4j GraphAcademy's offerings (<https://neo4j.com/graphacademy/>) to determine which courses or certifications can benefit you and your organization.

## Neo4j Customer Support Options

Neo4j understands that when it comes to providing superior customer experience, one size does not fit all. With that in mind, Neo4j offers a three-tier support model: **Standard**, **Premium** and **Platinum** Support options. The support options are based on three key areas of customer need:

- **Account Management** – Account management and advocacy within Neo4j to ensure Support meets the unique needs of your enterprise
- **Proactive Support** – Planning services aimed at reducing systems management and support costs by helping to prevent problems before they happen
- **Responsive Services** – Fast, accurate solutions to operational problems round-the-clock

The table on the following page summarizes the features of each option:

Account Management	Description	Platinum	Premium	Standard
New Customer Onboarding	A process to ensure superior customer experience with Neo4j	Onsite	Virtual "Live"	Packaged
Escalation Management	Escalation Process to fast-track resolution	✓	✓	
Ticket Review	A review of open support tickets	Weekly	Quarterly	
Designated Support Engineer	Designated remote support in the customer primary time zone. One Platinum package per primary TZ.	✓		
Support Score Card	Quarterly reporting on support metrics	Quarterly		
Dedicated Slack Channel	Best effort communication channel with direct access to Support, Sales, Engineering, PM. Quality over speed.	✓		
<b>Proactive Support</b>				
Critical Issues Alert	Early warning of potential high-impact bugs, workarounds and fixes.	✓	✓	✓
New Release Webinar	Comprehensive overview of new releases and their salient features.	✓	✓	✓
Supportability Reviews	Best practices to help reduce long-term support issues and costs	✓	✓	
Diagnostic Knowledge Transfer	Informal training to help improve your systems' availability	✓		
Guided Installation and Upgrades	Plan for installation and upgrades and standby support	✓		
Solution Audit	Thorough review of application & infrastructure. Recommendations to assure optimal performance of Neo4j.	Yearly		
<b>Responsive Services</b>				
Email and Portal Support	Multi-modal access to Customer Support	✓	✓	✓
Maximum support contacts	Limit on number of contacts that may liaise with Neo4j Customer Support	20	10	5
Software Updates	Access to new versions of subscribed Neo4j products	✓	✓	✓
24 x 7 Neo4j KB Access	Access to online knowledgebase	✓	✓	✓
24 x 7 x 365 Support	Round-the-clock de-escalation support	All Sevs	Sev 1	
10 x 5 Standard Support	Primary local business hours 8am – 6pm			✓
Skip the Line	Priority over other same severity tickets	✓		
Emergency Onsite Support	Onsite Support for issues not resolvable remotely, as agreed by Neo4j and customer.	✓		

## Neo4j Standard Support

Neo4j **Standard** Support provides the following key features:

- ***New Customer Onboarding*** – An initial meeting between Customer Support and designated customer contacts to outline all service elements and establish expectations, upon request.
- ***Support Portal and Email Support***: Customer support for your technical issues is available during 8:00am to 6:00pm (local business hours), Monday through Friday. Our highly qualified customer support engineers are geographically dispersed to better meet our customers' global support needs.
- ***Critical Issues Alert*** – Customer advisory service giving early warning of potential high-impact defects, workarounds and fixes. Opt-in by Following: <https://support.neo4j.com/hc/en-us/sections/203119567>
- ***Authorized Technical Contacts*** – Customers may identify and register up to five (5) designated, *Neo4j-trained* technical contacts that serve as the representatives authorized to open support tickets and engage Neo4j Customer Support relating to the Support Services identified in this document.

## Neo4j Premium Support

**Premium Support** is designed to meet the responsive support needs of customers with a global footprint and/or those with business-critical systems. We are focused on minimizing disruption to your business-critical systems that depend on Neo4j solutions and products by getting your systems up and running in as short a time as possible. In addition, Premium Support offers some additional Account Management and Proactive Services. Premium Support extends Standard Support by adding the following features:

- ***24x7 Severity 1 Incident Support*** – Neo4j Customer Support allows support tickets to be submitted on any Neo4j product. Neo4j provides 24 hours a day, 7 days a week emergency support for Severity 1 tickets.
- ***Escalation Management*** – You can be confident that your issues are escalated promptly to deliver the best resolution in the shortest possible time. Upon request, a contact list of escalations will be provided as part of the service.
- ***Quarterly Ticket Review*** – Your technical point of contact within Neo4j Customer Success will offer quarterly calls to discuss open support tickets.
- ***Supportability reviews*** – Your technical point of contact within Neo4j Customer Success will offer best practices to help reduce long-term support issues and costs. Planning and migration services provide important counsel as you enhance and upgrade your environment.

- ***New Release Webinar*** – A comprehensive overview of new releases and their salient features, with specific relevance to your deployment.
- ***Authorized Technical Contacts*** – Customers may identify and register up to ten (10) designated, *Neo4j-trained* technical contacts that serve as the representatives authorized to open support tickets and engage Neo4j Customer Support relating to the Support Services identified in this document.

## Neo4j Platinum Support

**Platinum Support** is the ultimate package for customers seeking a long-term partnership with Neo4j to solve strategic and mission critical business problems. Platinum Support focuses on more frequent ongoing engagement and offering services that are of significant technical and strategic value through designated resources and additional attention invested in equipping your staff. Platinum Support extends Premium Support by adding the following features:

- ***Emergency Onsite Support*** – This service provides expert onsite help when both customer and Neo4j mutually agree that the issues cannot be resolved remotely in a timely fashion and that on-site activity will significantly impact time to resolution. Customer will pay reasonable travel expenses.
- ***Designated Support Engineer (DSE)*** – Neo4j will designate a Support Engineer who is responsible for owning or consulting on all of your support requests. This allows Neo4j to deliver a higher level of support by having knowledge of your environment, data model, past activities and challenges, resulting in more consistent and informed guidance and problem resolution.
- ***Weekly Ticket Review*** – Your DSE will offer weekly calls to discuss open support tickets.
- ***Support Scorecard*** – Your DSE will provide a scorecard of support activities and incidents on a quarterly basis, and review the scorecard with your team in a remote dedicated meeting.
- ***Skip the Line*** – Platinum support tickets take precedence over tickets from other support levels.
- ***Dedicated Slack Channel*** – Your DSE will set up and maintain a dedicated Slack channel within Neo4j's Slack team and invite support contacts from your team. This channel will allow your support team direct access to cross-functional teams within Neo4j for deeper exchanges of information.
- ***Diagnostic Knowledge Transfer*** – Give your staff the knowledge to help improve your systems' availability and prepare the right level of diagnostic information when problems occur. This includes informal system training covering installation and architecture, delivered by your DSE.
- ***Solution Audit*** – A thorough review of your application & infrastructure. Recommendations to assure optimal performance of Neo4j.

- **Guided Installation and Upgrades** – Your DSE will consult prior to the installation of new licensed environments or upgrade of those environments to ensure proper upgrade procedures are known and followed and highlight important considerations. They will also arrange for remote standby support as requested during upgrades.
- **Authorized Technical Contacts** – Customers may identify and register up to twenty (20) designated, *Neo4j-trained* technical contacts that serve as the representatives authorized to open support tickets and engage Neo4j Customer Support relating to the Support Services identified in this document.

## Supported Products

Neo4j Customer Support provides support for the following products as part of a commercial license agreement:

- Neo4j Database (server) and official drivers
- Neo4j Desktop
- Neo4j Bloom
- Spring Data Neo4j RX (SDN/RX)
- Spring Data Neo4j (SDN) + Neo4j Object Graph Mapper (OGM)
- Neo4j BI Connector
- Neo4j ETL Tool
- Graph Data Science Library
- Neo4j JDBC Driver
- Neo4j Streams Kafka Integration
- APOC (**Note:** APOC is a community project; Neo4j controls the contents and release of this project, and thus provides support for the latest APOC library for each supported Neo4j version)

**Note:** Neo4j provides support for the products above on versions that are compatible with supported versions of the Neo4j Database, which can be found here: <https://neo4j.com/developer/kb/neo4j-supported-versions/>

## Working with Neo4j Customer Support

The following online resources are available for researching product questions and interacting with Neo4j Customer Support. Please note that access to these Neo4j Customer Support online resources is restricted to registered users only.

### Neo4j Ticketing System

<https://support.neo4j.com> - You may create tickets to report product defects, file feature requests or simply pose product questions through this portal.

Opening a support request through the Neo4j Support Portal is the recommended method for contacting Neo4j Customer Support. Simply log into the Support Portal and click the "[Submit a request](#)" link to open a support request.

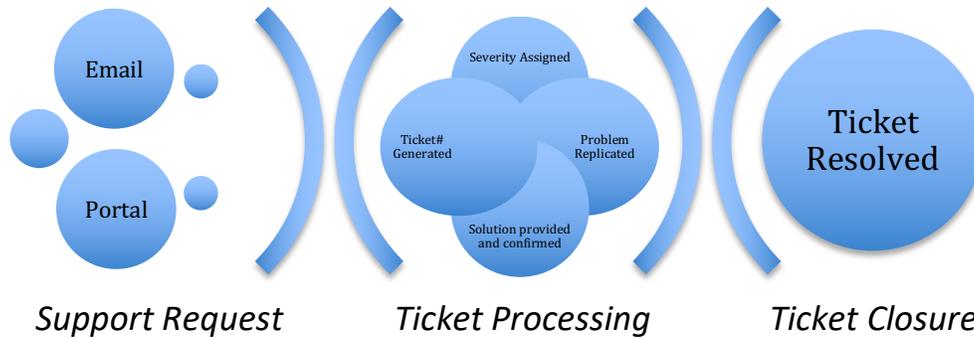
### Contacting Neo4j Customer Support

The following table includes the primary options for contacting Neo4j Customer Support.

Neo4j Ticketing System	<a href="https://support.neo4j.com/login">https://support.neo4j.com/login</a>
Email Support	support@neotechnology.zendesk.com

# The Customer Support Process

Resolving technical problems and questions requires a partnership between you, the customer, and the Neo4j Customer Support team. This section will guide you through the Neo4j ticket management and resolution process, providing helpful hints to optimize your support experience.



## Before Opening A Support Ticket

- **Check self-service resources on the Neo4j Support Portal** – The fastest way to answer a question or resolve a problem is to access the Neo4j knowledge base (<https://support.neo4j.com/login>) which is available to all customers with a valid support contract, 24 hours a day, 365 days a year. Many questions and problems can be resolved via self-service resources such as [product documentation](#), [knowledgebase articles](#), white papers, [GitHub Issues](#), and [StackOverflow](#). We strongly encourage customers to make use of these resources and provide feedback on areas where we can expand and improve their value. If this step does not resolve your issue, then open a support request to engage Neo4j Customer Support.
- **Define the question/problem** – Clearly state the question/problem, providing specific Neo4j product information, problem symptoms, frequency of occurrence, and business impact.

**NOTE:** Please include only **one issue per ticket** to ensure the issue is routed to the best resource for the quickest possible resolution. You need to create multiple tickets if the issues are not directly related or pertaining to different environments.

- **Identify possible sources of the problem** – Examples: system (hardware, software and network) changes and upgrades; introduction of new applications or processes into system environment and recent configuration changes. Note any known steps that led to the failure, whether or not the problem can be recreated.
- **Gather environmental and product information** – Identify and provide all Neo4j product information and relevant environment information such as operating system, networking components and levels of software that were running when the problem occurred.
- **Gather diagnostic information** – Gather diagnostic information such as error messages, crash dumps, stack traces or other symptoms to aid problem isolation.

## Neo4j Customer Support

When you contact Neo4j Customer Support using one of the modes described above, you will begin working with a Neo4j Customer Support engineer through the Neo4j Support Portal (<https://support.neo4j.com>) or email. This section explains what you can expect when you contact Neo4j Customer Support.

Specific support information will be requested from you:

- Problem statement or question
- Product version, environmental and other background information
- Diagnostic Information
- Other support information as requested by Neo4j Customer Support

Your business impact and ticket severity of the problem will be determined:

- You will be asked to state the business impact of the problem, which will aid in ticket severity determination.
- Ticket severity definitions consider both the technical as well as the business impact of your problem. Proper severity assignment ensures priority allocation of Neo4j technical resources where necessary and ensures like-effort by your staff.
- The severity level of your ticket will be adjusted downward by mutual agreement as the problem is mitigated or if you or your authorized technical contact does not engage in like effort.

You should expect a Neo4j Customer Support Engineer will be assigned to your ticket to perform initial issue triage.

## Ticket Flow Process

To promptly resolve your ticket, Neo4j follows the flow process below based on the severity of your ticket.

1. When you create an issue directly in the Neo4j Support Portal (preferred) or [email](#), you will expect an email response from the Ticketing System with the ticket number that was auto-generated for you. A Neo4j Technical Support Engineer will acknowledge your ticket as soon as possible.
2. When opening a Severity 1 issue, you will be asked to state the business impact of your technical issue. Severity 1 is typically reserved for catastrophic product failure such as outages in production environments. Severity 1 designation will result in appropriate technical resource allocation from Neo4j and requires like-effort from your staff.
3. If you are reporting a non-Severity 1 issue during normal business hours, a Customer Support Engineer will respond and start working on your issue. Outside of these hours, issues with non-Severity 1 designation will be responded to on the next business day.
4. The assigned Customer Support Engineer will evaluate the information you provide during initial response, investigate potential solutions or answers, and may request additional details to help the investigation. The assigned Customer Support Engineer will engage other resources if necessary, for further problem isolation and resolution.
5. Based on the information collected above, the Customer Support Engineer's next task is to provide a temporary solution to your problem. In the event a temporary solution cannot be determined, the customer support engineer will continue to collaborate with product engineers to find a resolution.
6. Once a temporary solution is provided, Neo4j Customer Support will downgrade the severity of your ticket. The temporary solution provided to your problem may also be the permanent solution that you confirm resolves your issue and your ticket will be closed. See Criteria for Closing Tickets section for more detail.
7. If the temporary solution is delivered and it has not resolved your problem, the Customer Support Engineer will continue research until ticket resolution is found and delivered to you, and you confirm that it resolves your problem, at which time your ticket will be closed. An interim solution may be available as a patch for urgent issues. Otherwise, a solution may be available in the next release. Also, custom fixes or temporary solutions may be developed to circumvent a product defect that will not be included in future patches or releases.

8. If a hotfix is required, it is provided to Customer Support by Neo4j Engineering in the form of an engineering build against the current product version. Engineering builds do not receive extensive Quality Assurance (QA) testing. QA testing is limited to verifying that the reported issue is repaired. Neo4j Engineering has a routine process for rolling up all changes into the next patch release, which is fully regression tested. Since these builds receive limited testing, it is a best practice to install the build in a non-production environment to perform broad testing before applying to your production environment.
9. It is Neo4j's policy not to backport bug fixes to releases beyond 18 months old, except in the most critical situations. Bug fixes will be backported for up to 36 months for the last minor release of each major release. If a backport is not available, the fix will be applied to the latest supported releases of the product in the form of a patch release. Features and enhancements only apply to future releases of the product and are not considered for inclusion in earlier releases.

## Ticket Escalation Process

As part of Neo4j Customer Support's Severity 1 case management process, we will establish a regular communication with the customer contacts actively working on the issue, via the support ticket, email or phone, at intervals that fit the needs of both sides in making swift progress towards resolution.

In the event that the regular Severity 1 communication is not sufficient, or if you are concerned about an open issue with Customer Support, you may escalate your ticket at any time by notifying Neo4j of your request for escalation within your support ticket. Additionally, Platinum and Premium Support customers can call their designated escalation contacts, which are provided upon request. You will be asked to provide your ticket number to allow your request to be directed to the appropriate resources for prompt attention.

Once you make a ticket escalation request, the Customer Support Manager will evaluate your ticket and situation to determine the appropriate resources to assign. In some cases, the Customer Support Manager will re-assign the ticket to another Customer Support Engineer with specific experience in the type of technical support issue you are encountering, in case the original assignment is not deemed suitable. The assigned Customer Support Engineer will coordinate actions with you and all parties involved for a prompt resolution. The Customer Support Manager will set up an appropriate communication plan, such as e-mail, phone call, frequency of communication, required attendees, etc., and share the plan with you.

## Criteria for Closing Tickets

Your ticket will remain open until one of the following events occurs:

- We have provided you with a workaround or other solution that you have confirmed resolved the problem
- You or your authorized technical contact asks us to close a ticket.
- If a bug is identified, activity on your ticket may be suspended until a patch containing the fix is available. Once the patch is available, we will deliver it to you and confirm with you that the problem is resolved.
- A documentation bug has been submitted to Neo4j Engineering.
- Neo4j Customer Support has not received a response from you regarding the ticket after three reminders.
- The issue is outside of the scope of Neo4j Customer Support and we have directed you to the appropriate resource within Neo4j that has taken responsibility for the reported issue.
- Your issue is determined to be a feature request that is currently not in the Neo4j product. This type of ticket is referred to Neo4j Product Management and your support ticket is closed.
- Neo4j Customer Support has answered the question raised in the ticket to your satisfaction.

## Mutual Resolution Commitment for Severity 1

If you encounter a serious problem and open a Severity 1 ticket, Neo4j Customer Support's objective is to provide relief to help you get your system up and running again as quickly as possible to minimize disruption of your business processes.

Neo4j Customer Support will apply all appropriate resources 24x7 to address your Severity 1 issue. It is critical that you are also willing and able to apply the necessary resources towards this objective. Neo4j Customer Support reserves the right to downgrade the severity of the ticket as solutions are provided that lessen the problem impact or in situations when your authorized technical contact does not engage cooperatively in resolution efforts.

## Neo4j Support Responsibilities

During the term of your support contract, Neo4j Customer Support will exercise commercially reasonable efforts to track your issues through use of ticket tracking system and correct any problem reported by you or your authorized technical contact(s) in the current unmodified release of Neo4j software products, according to severity level.

Neo4j Customer Support is committed to providing technical support for a wide range of issues involving Neo4j. However, there are some situations that may require you to engage Neo4j Professional Services (“PS”) or are outside the scope of what Neo4j can reasonably support. Such situations are noted below:

- **Deployment:** Neo4j support engineers will respond to your installation and deployment questions and provide limited installation guidance; however, Neo4j support engineers are not able to perform complete product installations or provide remote deployment assistance for Neo4j products that require scripting of automated or orchestrated deployments.
- **Custom Code:** Development or customization of any scripts and/or code, such as procedures, UDFs, Unmanaged Extensions, Server Plugins, Kernel Extensions, etc.
- **Underpowered Environments:** Support may identify the reason for a performance problem or other product behavior to be insufficient CPU, RAM, disk I/O, etc. In such cases, Neo4j Support may reach a limit in its ability to take further remedial action. This is also outside scope of Neo4j PS.
- **Third Party Product Support:** Support of any software other than the specified line of Neo4j products. This is also outside scope of Neo4j PS.
- **Other:** Excludes assistance with problems caused by customer's misuse, abuse or misapplication; use of Neo4j products other than as is specified in the product documentation or other causes beyond the control of Neo4j; any other problem that is excluded under Neo4j's standard maintenance terms or problems caused by any hardware/software not supported by Neo4j. This is also outside scope of Neo4j PS.

## Your Responsibilities

To ensure that your problem or question is resolved as promptly as possible, please be sure you have met these responsibilities before you contact Neo4j Customer Support:

- We recommend you operate your Neo4j software at a supported version as per documentation. Upgrades are available for products covered by an active support contract. If you do not have a support contract please contact your Neo4j Sales representative or email [Sales@Neo4j.com](mailto:Sales@Neo4j.com).
- Thoroughly review all product documentation before you contact Neo4j Customer Support for assistance. Documentation for products is available at <https://neo4j.com/docs/>.
- Use reasonable efforts to isolate, document and report errors in your software to Neo4j Customer Support.
- When you open a ticket, please provide specific pertinent and descriptive information, mentioned previously, to Neo4j Customer Support.

- Follow Neo4j best practices guidelines in the Customer Success Handbook (<https://support.neo4j.com/hc/en-us/articles/217513118>), which includes taking regularly scheduled online backups.
- Refrain from installing any third-party, non-certified software or modify the existing software without notification to and authorization by Neo4j Customer Support.

## Customer Satisfaction

Neo4j's commitment is to provide support that is seen as best-in-class by meeting or exceeding our customers' expectations. Our unwavering focus on customers and their success is a differentiator that we closely guard and stay wired to the voice of the customer and successful customer outcomes through surveys and frequent contacts.

We thank you in advance for helping answer survey questions and to stay engaged in the relationship.

## Ticket Severity Definitions

Ticket severity levels are assigned during ticket creation. Severity assignment will be validated with you by the Neo4j Customer Support Engineer and is based on the technical and business impact of your technical issue as outlined below. Neo4j Customer Support, at their sole discretion, may upgrade or downgrade the severity of your ticket depending on developments during the ticket flow process. For example, if available, a temporary resolution may be provided to mitigate the material impact of a given problem resulting in the reduction of the severity of a ticket. Severity levels will also be adjusted downward as your technical issue is mitigated or if you, the customer, do not engage in like effort.

### Severity 1

The production use of the Software is stopped or so severely impacted that the user of the Software cannot reasonably continue work. The user of the Software is experiencing a complete loss of service. The operation is mission critical to the business and the situation is an emergency.

A Severity 1 service request has one or more of the following characteristics:

- Data corrupted
- A critical documented function is not available
- System hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- System crashes, and crashes repeatedly after restart attempts

Severity 1 classification will not be used for any service request relating to embedded deployments of Software, unless the customer can clearly demonstrate that the issue originates in the Software. Neo4j will use all commercially reasonable efforts to respond to Severity 1 service requests within the Response Time Guidelines further below. When Neo4j agrees that the issue is Severity 1, Neo4j will employ all commercially reasonable efforts to resolve the issue, including the engagement of engineers on a 24×7 basis as long as useful progress can be made. Whilst a Severity 1 service request remains active, Neo4j will assign a designated point of contact to the customer, who will be available 24×7 for Premium and Platinum support issues, and within the customer's business hours for Standard support issues. During this same period, the customer is expected to provide Neo4j with a contact, available 24×7 for Premium/Platinum and during business hours for Standard, and reachable via email and phone, to assist with data gathering, testing, and applying fixes. The customer will make all commercially reasonable efforts to provide Neo4j with the necessary access and materials (e.g. access to servers, copies of on-disk data stores, log files, etc.). Where access cannot be provided or issues cannot be replicated in a timely

manner, Neo4j will be unable to guarantee the quality of support and cannot be held accountable for delay in resolution.

The customer is requested to propose this severity classification with great care, so that valid Severity 1 situations obtain the necessary resource allocation from Neo4j.

## Severity 2

The user of the Software is experiencing a severe loss of service. Important features are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion. The operation is mission critical to the business.

Neo4j will use all commercially reasonable efforts to respond to Severity 2 service requests within the Response Time Guidelines further below. When Neo4j agrees that the issue is Severity 2, Neo4j will employ all commercially reasonable efforts to resolve the issue, including the engagement of engineers within local business hours of the customer's region, until the issue is resolved or as long as useful progress can be made. Whilst a Severity 2 service requests remains active, Neo4j will assign a designated point of contact to the customer, who will be available within local business hours\*. During this same period, the customer is expected to provide Neo4j with a contact, available within their local business hours and reachable via email, to assist with data gathering, testing, and applying fixes. The customer will make all commercially reasonable efforts to provide Neo4j with the necessary access and materials (e.g. access to servers, copies of on-disk data stores, log files, etc.). Where access cannot be provided or issues cannot be replicated in a timely manner, Neo4j will be unable to guarantee the quality of support and cannot be held accountable for delay in resolution.

## Severity 3

The user of the Software is experiencing a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality.

Neo4j will use all commercially reasonable efforts to respond to Severity 3 service requests within the Response Time Guidelines further below.

## Severity 4

The customer requests information, an enhancement, or documentation clarification regarding the Software but there is no impact on the operation of the Software. The user of the Software is experiencing no loss of service. The result does not impede the operation of a system. Neo4j will

use all commercially reasonable efforts to respond to Severity 4 service requests within the Response Time Guidelines further below.

## Response Time Guidelines

	Platinum	Premium	Standard
Severity 1	< 30 mins	< 1 hour	< 1 business hour *
Severity 2	< 2 hours	< 4 business hours *	< 4 business hours *
Severity 3	< 8 hours	< 8 business hours *	< 8 business hours *
Severity 4	< 8 hours	< 8 business hours *	< 8 business hours *

\*Local business hours are 8:00am to 6:00pm in the customer defined time zone, Monday through Friday, excluding major holidays. (<https://support.neo4j.com/hc/en-us/articles/115012965008>)

## Response and Escalation Guidelines

Guidelines for service request escalation from customer’s First Line Support to Neo4j’s Second Line Support and escalation within Neo4j are the following Service Levels:

### Level 1

The customer is expected to manage “First Line Support” services for their own users and customers. This support shall provide direct responses to all requests raised by users regarding the Software, including issues relating to performance, functionality and operation.

If, after reasonable commercial efforts, the customer is unable to diagnose or resolve problems or issues in the Software, the customer may then contact Neo4j for “Second Line Support” that includes Service Levels 2 through 4 below.

### Level 2

A Neo4j engineer receives information on an issue and analyzes the symptoms. They will engage in appropriate troubleshooting practices and propose solutions or further investigative actions accordingly.

### Level 3

At this level, resources and measures not prescribed in Level 2 will be utilized. An analysis approach will be proposed, and Neo4j Support Engineers will conduct advanced troubleshooting and analysis in collaboration with assigned customer resources. Investigative actions will be prioritized and managed in order to best uncover and remedy the issue. As described above, the customer is expected to make all commercially reasonable efforts to provide Neo4j with access to systems and materials (log files, etc.) as required to diagnose and reproduce the issue.

### Level 4

The most critical or complex issues are addressed at this level. All information and actions taken in Level 2 and 3 are shared with the Neo4j product engineering team, who engage in further research and analysis and then propose solutions to be developed and provide detailed estimates for delivery. For support requests of severity 1-2, reasonable commercial effort will be made to provide compatible updates to previous stable Software releases, where those releases are less than six (6) months older than the date of the most recent stable Software release. When a compatible update is not available, the customer will be provided assistance in preparing their system(s) for upgrade to a recent stable Software release.

Escalation between service levels 2-4 will be made at the discretion of Neo4j, based on the results of investigation into the issue.

The table below describes Neo4j Customer Support’s standard response times and escalation commitments for easy reference.

SERVICE	P1	P2	P3	P4
Neo4j Severity Definitions	(S1) The production use of the Software is stopped or so severely impacted that the user of the Software cannot reasonably continue work. The user of the Software is experiencing a complete loss of service. The operation is mission critical to the business and the situation is an	(S2) The user of the Software is experiencing a severe loss of service. Important features are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion. The operation is mission critical to the business	(S3) The user of the Software is experiencing a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality.	(S4) The customer requests information, an enhancement, or documentation clarification regarding the Software but there is no impact on the operation of the Software. The user of the Software is experiencing no loss of

	emergency.			service. The result does not impede the operation of a system.
Mean Time To Restore Service	As quickly as possible through constant engagement around-the-clock until issue is resolved or acceptable workaround is provided.	Constant engagement during standard support hours by customer support team until issue is diagnosed.  Ticket resolved with software update or workaround as quickly as possible. If resolved by a software update, the fix may be held for inclusion in a planned software release, only if a workaround has already been provided.	Engagement as required by customer support team, during standard support hours, to understand and diagnose issue.  Ticket resolved in a regularly scheduled software update, subsequent release or a future release	Response as required by customer support team to understand and diagnose issue.  Ticket resolved in a regularly scheduled or future update or release or presented to product management for consideration for a future release.
Status Reporting	Regular communications (minimum 2 times per day) either via email or phone with problem determination and resolution until a resolution, or acceptable workaround, is provided. If problem is not resolved or acceptable workaround provided within same business day as reported, an action plan will be developed and communicated outlining the steps to be taken to achieve resolution.  Automated email notifications occur when there is an update to the Customer Support Ticket. Status updates are available via Support Web Portal.	Engagement as required by customer support team to understand and diagnose issue.  Ticket resolved in a regularly scheduled software update or in a subsequent release.	Automated email notifications occur when there is an update to the Customer Support Ticket. Status updates are available via Support Web Portal and can be reviewed during account reviews	Automated email notifications occur when there is an update to the Customer Support Ticket. Status updates are available via Support Web Portal and can be reviewed during account reviews
Escalation Procedure	Support Manager – 2 hours after problem reported if resolution not yet identified VP, Professional Services/ VP, Development – 4 hours after problem reported if resolution not yet identified COO – 8 hours after problem reported if resolution not yet identified.	Support Manager – 1 business day after problem reported if resolution not yet identified VP, Professional Services/ VP, Development – 1 business day after problem reported if resolution not yet identified COO – 2 days after problem reported if resolution not yet identified.	Severity 3 issues may be discussed during account reviews. Informal escalation may occur if Customer deems it necessary.  Neo4j has internal escalation procedures to facilitate this as required.	Severity 4 issues may be discussed during account reviews. Informal escalation may occur if Customer deems it necessary.  Neo4j has internal escalation procedures to facilitate this as required.

# Business Continuity Plan

## Normal Support Operation

Technical support requests are submitted via <https://support.neo4j.com> or by email. Neo4j uses Zendesk as the backend for our ticketing system. Zendesk ticket updates are sent to an email account for archival and usage in the event Zendesk is not available. During normal operation, use the processes and procedures documented in this guide. Namely:

- All support requests should be submitted via <https://support.neo4j.com> or by email
- Updates to tickets can be submitted through the Support Portal web interface or via email
  - All events are logged to a separate Neo4j email; this provides all ticket history in the event of failure
- Severity 1 should also be logged via the web interface
- Severity 1 tickets will immediately page the on-call Support Engineer.
  - Support Engineer remains engaged until the ticket can be de-escalated to Severity 2.
- Support Engineers are located in many different geographies and are all notified of new tickets
  - Infrastructure failures in a single geography will not impact support delivery

## Failure Scenario: Support Portal is unavailable

In the event that the Support Portal is not available, and/or Zendesk is experiencing a planned or unplanned outage, please use the following guidance to open new requests or to update existing tickets.

- New support requests should be submitted via email
  - [support@neo4j.com](mailto:support@neo4j.com)
- Existing tickets can be updated by contacting the assigned Support Engineer
  - All ticket history is available via email
- Existing Severity 1 tickets will not be impacted, engineer is already actively engaged
- New Severity 1 tickets will be opened by email, where the on-call Support Engineer will be paged and respond within SLA
  - You may also call your escalation contact(s). This list is available as part of the Escalation Management service for Platinum and Premium Support

### Contact Details

Note: These contact methods are to be used in the event of the web interface being unavailable

- E-mail: [support@neo4j.com](mailto:support@neo4j.com)

## Support of Third-party Products

Neo4j Customer Support will make every reasonable effort to investigate and isolate any Neo4j technical issues related to a supported third-party vendor integration that was sold with the Neo4j solution. In some cases, you may need to contact the third-party vendor to resolve the issue. Your ticket is kept open until a resolution is found or it is determined that we cannot control the third-party issue, at which time we will inform you accordingly, and close the ticket. Neo4j may not be able to assist with unsupported third-party integrations.

## Neo4j Holiday Schedule

Neo4j is closed on the holidays listed at in the Support Portal: <https://support.neo4j.com/hc/en-us/articles/115012965008>. During company holidays Platinum customers are entitled to raising tickets and Premium customers are entitled to raising a Severity 1 ticket. All other severity issues from both Premium and Standard customers, and Severity 1 tickets for Standard level customers, will be responded to on the next business day.

## Software Support Duration

Consult our Support Terms here: <https://neo4j.com/terms/support-terms/>

## Upgrade Compatibility

Releases of the Software are versioned using a major and minor numbering system, where major releases are designated by a numeral before the first decimal point (e.g. version 1, 2, 3), minor releases are designated by a numeral after the first decimal point (e.g. version 1.1, 1.2, 1.3), and patch releases designated by a numeral after the second decimal point (e.g. 1.1.1, 1.1.2, 1.1.3). Neo4j will use commercially reasonable efforts to ensure all features and functions remain compatible between updates with the same major and minor version. Neo4j may remove or modify features between major and minor versions of the Software. Features indicated in code or documentation as DEPRECATED or PROVISIONAL are the most likely to be removed or modified. APIs marked as DEPRECATED in any release of the Software will typically be removed in the subsequent major release of the Software.