



Diagrid Enterprise: Support Policy

V1.8 - March 2026

Overview

This policy details **Diagrid Enterprise Support**, including the upstream **Open Source Software (OSS) Dapr project** and the proprietary **Diagrid Dapr Distribution for Enterprise** (also known as D3E).

This includes the following:

1. Prioritization of investigating and fixing Issues in Dapr and, in Sev1 cases, providing temporary versions of Dapr to address Issues.
2. Prioritization of investigating, fixing, and patching critical (Sev1) Issues in Dapr, resulting in an Update with an agreed turnaround time (Table 1). This includes an impact analysis and root cause analysis.
3. Prioritization of investigating, fixing, and patching security Issues (Critical, High, and Medium priority) in Dapr. Security Issues that are deemed Critical (Sev1) are to be rolled out immediately as a Dapr Update. Non-critical security Issues, including remediation of non-critical CVEs, are to be released in an agreed-upon timeframe (Table 2) and are only included in the Premium Dapr Enterprise Support tier or with Dapr Distribution by Diagrid.
4. Prioritization of investigating and fixing all other Issues, including user-requested features or enhancements (Sev 2-4) to be included in a New Version of Dapr OSS or Dapr Distribution by Diagrid (D3E), hereafter referred to as Dapr.
5. 30-day onboarding to ensure support processes and engagements are aligned between Diagrid and the Customer for clarity on operational procedures, such as raising support Issues.
6. Support across all public and private cloud deployments.

Procedure

1. **Access to Diagrid and onboarding.** Diagrid will provide the Customer with support as described herein. Diagrid will work between our customer support team and the designated Customer team to establish onboarding processes and engagements that align with the Customers' operational procedures. Diagrid will demonstrate tools and services that help with reporting and managing incidents. Support requests are to be initiated via:
 - Customer support portal at diagrid.io/support.
 - Email using support@diagrid.io detailing the Issue and priority.

2. **Support Prioritization.** Support tickets are assigned a severity level that helps prioritize Issues for remediation. Critical (Sev1) Issues are worked 24x7 until they are resolved, or the severity is reduced. High (Sev2) Issues are worked on continuously with updates provided every 4-6 hours until they are resolved or severity is reduced. Medium (Sev3) and Low (Sev4) Issues are worked during the business hours of the assigned Support team member.
3. **Request for Problem Resolution.** All requests by Customer for Issue resolution will be logged, after which Diagrid will perform an initial diagnosis and determine as far as reasonably practical the source of any problem that may have led to the support request. Diagrid will respond to Issues according to the priority levels and support levels specified in the table below. Diagrid will determine, in its sole discretion, the applicable priority, and all response times shall commence depending on the support plan level.
4. Table 1 outlines the Dapr Enterprise support tiers offered by Diagrid.

Table 1. Diagrid Enterprise Support Tiers

		Standard or Select	Premium
Priority	Description	Response Times	
Sev1 (Critical)	A production installation of a deployment using Dapr is entirely inaccessible or unable to perform critical functions due to an Issue that has a serious impact on normal use. Total cluster outage or an outage having a significant impact on a customer's business.	4 hours (business hours)	1 hour (24x7)
Sev2 (High)	A production installation of a deployment using Dapr is operational but an Issue is resulting in one or more important functions being unavailable.	2 business days	4 hours (24x7)
Sev3 (Medium)	All other Issues where Dapr is not functioning according to documented behavior.	3 business days	1 business day
Sev 4 (Low)	Questions about the general behavior of Dapr, feature requests or enhancements.	4 business days	2 business days

5. Table 2 outlines the security vulnerability patching policy included in the Premium Dapr Enterprise Support tier. Diagrid will address the published security vulnerability as a Dapr Update or through a temporary version of Dapr within the specified time to remediate.

Table 2. Common Vulnerabilities and Exposures Patching Policy

For purposes of Table 2 below, “Kenna Risk Score” means the Cisco Security Risk Score, “CVSS” means the Common Vulnerability Scoring System, and “CVE” means Common Vulnerabilities and Exposures.

Rating	Kenna Risk Score	CVSS 3 Score	Time to Remediate (after the first published date of CVE)
Emergency	90 – 100	9.0 or higher	7 days
Critical	80 – 89	8.0 – 8.9	30 days
High	67 – 79	7.0 – 7.9	60 days
Medium	34 – 66	4.0 – 6.9	90 days
Low	0 – 33	0.0 – 3.9	As agreed by the parties
Exception			

6. **Bug Fixing.** Diagrid will investigate incident reports concerning suspected problems with Dapr provided that (a) Customer sends Diagrid a written report, which includes evidence of the suspected Issue, and (b) the incident can be reproduced or reasonably confirmed by Diagrid. Diagrid reserves the right to ask the Customer to aid in reproducing the suspected Issue in cases where it cannot be reproduced or reasonably confirmed by Diagrid. Diagrid will use commercially reasonable efforts to promptly correct the Issue or provide a workaround to permit Customer to use Dapr OSS or Dapr Distribution by Diagrid. Should an Issue not be resolved quickly or for bugs that require further investigation, the procedures set forth in Section 5 below shall be invoked to engage the appropriate resources.
7. **Security Vulnerabilities.** Diagrid is responsible for tracking security vulnerabilities in Dapr and CIS Benchmarks, and will inform the Customer of Issues that could impact their security. This covers investigating, fixing, and patching security Issues (Critical, High, and Medium priority) in Dapr OSS and Dapr Distribution by Diagrid. Dapr is subject to regular security audits and is proactively checked for CIS compliance. Security Issues that are deemed to be Critical (Sev1) are to be rolled out immediately as a Dapr update. Non-critical security Issues, including remediation of non-critical CVEs, are to be released in an agreed upon timeframe (Table 2) and are only included in the Premium Dapr Enterprise Support tier or with Dapr Distribution by Diagrid.

8. **Escalation Procedures.** With regard to Issues submitted to escalation procedures, an action plan will be developed by the Diagrid support team and communicated to Customer. When an escalated Issue has been resolved, the request for assistance will be considered closed. An Issue will not be considered resolved until one of the following activities has been completed:
 - a. a resolution to the problem is obtained to Customer's reasonable satisfaction;
 - b. a computer software code change in the form of a new Dapr minor/patch version or a temporary Dapr version that corrects the problem without causing additional problems has been delivered to Customer as an Update;
 - c. a short-term workaround is delivered to Customer that is satisfactory until a resolution to the problem can be found; or
 - d. an engineering commitment is made to correct the problem in a future release of Dapr OSS or Dapr Distribution by Diagrid.

9. **Excluded Services.** Diagrid shall not be obligated to fix any Issue:
 - a. where Dapr has been altered, damaged, modified, or incorporated into other software in a manner not approved by Diagrid. For example, the Dapr OSS runtime has been built privately and incorporates local changes; or
 - b. where Dapr OSS has been deployed outside of the [officially supported open source hosting options](#) or without using D3E. Supported Dapr OSS hosting options are limited to: Kubernetes mode (deployed as a sidecar or using [Dapr-shared](#)), self-hosted mode (deployed as a binary on a virtual machine) or using Diagrid Catalyst as the managed serverless option. D3E hosting options are limited to those documented in the applicable official documentation [here](#).
 - c. where Dapr OSS is a version that is no longer supported by Diagrid. The Diagrid Dapr version support policy follows the [upstream Dapr OSS version support policy](#) of the current minor version and the previous two minor versions; or
 - d. where Dapr Distribution by Diagrid is a version that is no longer supported by Diagrid. The Dapr Distribution by Diagrid version support policy includes the current minor version and previous minor version only; or
 - e. which would be resolved by the Customer using an Update or New Version of Dapr; or
 - f. where a Sev1 or Sev2 Issue is raised on the use of [Dapr APIs in alpha or beta](#); or
 - g. where a Sev1 or Sev2 Issue is raised on the use of [Dapr SDKs in development](#).

10. **Term: Termination.** Subject to the terms and conditions set forth herein and the Agreement, and payment by Customer of the corresponding Fees, support shall be provided to Customer during the Term of the Agreement.

11. **Fees.** In consideration of Diagrid's provision of support as set forth above, Customer agrees to pay to Diagrid the applicable fees set forth in the corresponding Order or at Diagrid's then-current rates.

12. **End of Life Policy.** The Customer acknowledges that new versions of Dapr OSS are developed and released approximately 3 times per calendar year. Accordingly, Diagrid will cease to maintain and support older versions of Dapr OSS that are outside of the [upstream version support policy](#) of the current minor version and the previous two minor versions. For [Dapr Distribution by Diagrid](#), the support window includes the current minor version and the previous minor version only.
 - a. For both Dapr OSS and Dapr Distribution by Diagrid, there is a rolling window that moves forward for supported releases, and it is the operational responsibility of the Customer to remain up to date with these supported versions.

13. **Definitions.**

1. **“Customer”** is defined as an organization that has a signed contract with Diagrid.
2. **“Dapr OSS”** is defined as the upstream [Dapr](#) Open Source Software project, including all associated code bases for Dapr SDKs and other dependencies.
3. **“Dapr Distribution by Diagrid”** is defined as the proprietary [Diagrid Dapr Distribution for Enterprise](#) (also known as D3E).
4. **“Business Hours”** are defined as either one of the following. Customers choose their support time from the following:
 - 8 AM - 5 PM Pacific Standard Time (UTC -7) in North America, Monday to Friday, not including public holidays.
 - 8 AM - 5 PM Central European Summer Time (UTC +2) in Europe, Monday to Friday, not including public holidays.
5. **An “Issue”** is defined as a failure in Dapr to perform materially in accordance with the specifications set forth in the [Documentation](#). Any item raised by a Customer will not be classified as an Issue if (a) Dapr is not used for its intended purpose; (b) the Issue is caused by the Customer’s or a third party’s software or equipment; or (c) the version of Dapr on which the Issue has purportedly occurred is not a Diagrid supported version of Dapr.
6. **“New Version”** means a release of Dapr or a component thereof that implements a fundamental change in the software system philosophy and/or the software architecture. New Versions can be provided by upstream Dapr OSS, the Dapr Distribution by Diagrid, or, in some cases, temporary versions by Diagrid. Dapr releases use MAJOR.MINOR.PATCH versioning.
7. **“Update”** means a change to the current version of Dapr or a component thereof to a pre-existing or New Version. An Update may include, without limitation, bug fixes, enhancements to the capability of an already partially supported feature or changes in the number, type, and/or specification of the supported platform(s). Dapr releases use MAJOR.MINOR.PATCH versioning. Typically, an Update is identified by a change in the minor (middle digit) (x.X.x). For example, update from Dapr v1.12.0 to v1.13.0. Patch versions for hotfixes result in a change to the patch (right-most digit)(x.x.X).
 - a. For supported versions of Dapr, see 12. End of Life Policy.