

Diagrid Enterprise: Support Tiers

	Standard • Essential Support for Dapr	Premium • Enhanced Support for Dapr
Coverage	Dapr OSS, all clouds	Dapr OSS/D3E, all clouds
Access	Portal/email/Slack	Portal/email/Slack
Sev1 Response (Critical, e.g. outage)	4 hours (business hours)	1 hour (24×7)
Sev2 Response (High, e.g. key functions down)	2 business days	4 hours (24×7)
Sev3 Response (Medium, e.g. non-critical issues)	3 business days	1 business day
Sev4 Response (Low, e.g. questions)	4 business days	2 business days
Issue Fixing	Fixes/workarounds	Fixes/workarounds
Escalation	Action plan, resolution	Action plan, resolution
Security	Critical CVEs only	Critical + non-critical CVEs
Version Support	OSS: current minor version and <u>previous two versions</u> D3E: current minor version and previous minor version	OSS: current minor version and <u>previous two versions</u> , current + last 2 D3E: current minor version and previous minor version
Exclusions	No support for modified Dapr, unsupported versions, alpha/beta APIs and SDKs.	No support for modified Dapr, unsupported versions, alpha/beta APIs and SDKs.
Support	Unlimited support issues. Monthly meetings for development and issue resolution.	Unlimited support issues. Twice-monthly meetings for development and issue resolution.
Initial Onboarding	5-day onboarding for Diagrid Conductor	30-day onboarding for Diagrid Conductor
Feature Prioritization	N/A	Prioritized requests for future Dapr OSS versions. Discussion on the development timeline and delivery required.
Temporary Dapr Versions	N/A	For Sev1 issues.
Architecture Reviews	N/A	Unlimited expert reviews and optimization of Dapr application architecture.
Dapr Training	N/A	Training sessions that cover Dapr architecture, best practices, and hands-on workshops tailored to your team.