

DYNATRACE SUPPORT POLICY – Premium & Standard

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GENERAL

Dynatrace offers its customers two tiers of “Support”: Dynatrace ONE (Standard Support), or, if purchased or included, Dynatrace ONE Premium (Premium Support), as further described in this Support Policy.

Our Support organization comprises a team of individuals who work together to provide dependable and timely resolution to your inquiries. For complex problems, our support team has access to the experts in our product development teams. Therefore, you have access to the right level of our expertise when you need it.

Requests for Support may be made through any of the channels referenced in the section below titled “Standard Support Plan.” Customer agrees to provide Dynatrace with reasonable information and assistance to facilitate performance of Support, including, without limitation, a clear description of the issue, related configuration and log files, and cooperation to reproduce errors.

SELF-HELP RESOURCES: In addition to the Support offering described herein, Dynatrace makes other resources available to Customers seeking guidance in addressing questions. Customers are responsible for evaluating any guidance found through these self-help options before implementing any suggested steps. The self-help options are:

Documentation, where you can find information for using, configuring, and troubleshooting the Dynatrace Platform, available at: [Welcome to Dynatrace Documentation | Dynatrace Docs](#)

Dynatrace Community*, where you can ask us questions, give us feedback, and share your ideas. Dynatrace Community can be accessed at: [Community – Dynatrace Community](#)

Dynatrace University, where you can access on demand learning, live training, and certifications from Dynatrace experts. Available at: [Dynatrace University | Dynatrace](#)

*Information submitted to the Dynatrace Community is publicly available to other community members, so Customer is advised not to submit any confidential or sensitive information. Dynatrace is not responsible for the validity or content of any third-party information displayed through the Dynatrace Community (including advice from other Dynatrace customers or Dynatrace personnel), and the Dynatrace Community is not part of Support as provided by Dynatrace.

STANDARD SUPPORT PLAN

All Dynatrace customers receive the following support resources during Business Hours (defined under “Contacting Dynatrace Support” below):

IN-PRODUCT ASSISTANCE: When you have any type of product question or concern, you can have a live chat conversation with a Dynatrace expert from anywhere within the Dynatrace Platform. Simply click on the help icon to start a conversation.

SUPPORT REQUESTS: Customers may create and manage their support ticket via the Dynatrace Support Center at <https://support.dynatrace.com/>. Please see the section below titled “Contacting Dynatrace Support” for details on hours, initial response times, and frequency of status updates.

PREMIUM SUPPORT PLAN

Customers with an active Premium Support plan will have access to all the resources identified above for the Standard Support Plan, plus additional resources including the following:

- **Extended coverage for in-product assistance and technical support:** 24 hours a day, 7 days a week.
- **Phone Access:** A *Premium Hotline* phone number will be provided where you can leave a message describing an overview and severity of the issue. This will trigger an alert to our support team who will respond within the targets for the severity described.
- **Priority Handling:** The Premium Support team provides reduced initial response times, offers to engage directly via Zoom (or other video conferencing solution specified by the Customer) to expedite initial triage and information gathering, and provides more frequent status updates (Severity 1 issues).

CONTACTING DYNATRACE SUPPORT

Dynatrace uses a ticketing system to log Incidents, set priorities, handle and measure response times from Dynatrace’s receipt of a Support request for an Incident. As used in this Support Policy:

“Business Day” means a calendar day, excluding weekends, local statutory or Dynatrace corporate holidays.

“Business Hours” means 8:00 AM - 5:00 PM (local time) on Business Days (for Standard Support).

“Documentation” means the then-current technical and non-technical specifications applicable to the Dynatrace Platform contained in the user, system, specification, support, and configuration documentation made generally available to Dynatrace customers.

“Incident” means a failure of the Dynatrace Platform to operate in material compliance with the Documentation.

“Workaround” means a configuration change, manual procedure, or other workaround designed to regain intended or previously functioning features and functionality, but that does not provide a fully complete correction.

In the event of an Incident, Dynatrace will respond to associated Support requests in accordance with our Support ticket response times as more fully described below.

Dynatrace Support Plans

Response times		
Initial contact SLA	Standard	Premium
1: Critical	4 Business Hours	2 hours
2: High	Next Business Day	4 hours
3: Medium	2 Business Days	Next Business Day
4: Low	4 Business Days	2 Business Days

Severity classifications	
Severity	Description
1: Critical	Dynatrace production product or monitored production application unavailable. No workaround available.
2: High	Partial product downtime, code functionality not available, or significantly degraded monitored application performance. No workaround available.
3: Medium	Non-critical loss or impact to the Dynatrace product or monitored application. Workaround available.
4: Low	Other Dynatrace product defects, documentation errors, or other low-priority issue.

Version Support*		
Product & Component	Standard	Premium
Dynatrace SaaS:		
OneAgents	9 months	12 months
ActiveGates	9 months	12 months
Dynatrace Managed:		
OneAgents	9 months	12 months
ActiveGates	9 months	12 months

Cluster ¹	3 months	4 months
¹ Cluster updates are fully automated. Customers may delay updates but cannot skip them.		

*Timeframes indicated commence upon version release date

More details on supported versions can be found [here](#)

A comparison of the remaining differences between the Standard and Premium plans can be found below:

	Standard	Premium
Onboarding & continued enablement		
Dynatrace community & documentation	✓	✓
Digital onboarding & enablement	✓	✓
Dynatrace University education access	✓	✓
Onboarding and deployment checklist		✓
Health & progress visibility		
Service Quality & Availability reports	✓	✓
Deployment & Product Adoption report, User Adoption report		✓
Expert review of Service Quality Report and Availability report		✓
Proactive engagement & analysis		
Live in-product assistance	✓	✓
Prioritized chat availability		✓
Customer success plan	Self-guided	✓
Strategic business reviews		✓
Weekly enablement and coaching sessions		✓
Strategic Customer Success Manager		✓
Designated Technical Product Specialist		✓
Dynatrace SaaS SLA	99.5%	99.9%

MISCELLANEOUS TERMS

Language - Support is currently offered in English only.

Exclusions - Support Plans do not include any of the following:

- Free and pre-commercial services - Any free or trial use, or other services provided without charge, or any alpha, beta, early adopter or other access provided prior to the general release of a Dynatrace product or capability (or feature or functionality thereof) to be commercially available to all Dynatrace customers.
- Custom apps or extensions (including their code) developed through the use of the Dynatrace® AppEngine or otherwise, whether by customer, partners or other third parties.

- Custom apps or extensions developed by Dynatrace as part of a professional services engagement. Any support of the foregoing, as a professional service, is subject to mutual agreement in a statement of work.
- Third-party technologies, extensions, and contributions available either through the Dynatrace Hub (the “Hub”) or elsewhere, unless expressly identified as Dynatrace-supported on the Hub.
- Issues arising from any use in violation of the customer use responsibilities or restrictions in your agreement with Dynatrace.
- Support does not include on-site support, consulting (including custom work on Customer’s network), system design, coding, project or facility management.
- Unsupported versions as defined in the Version Support table above.

Modifications – Dynatrace may update this Support Policy from time to time, provided that the level of support will not materially decrease during the applicable subscription term. The then-current Support Policy is available in the Dynatrace Support Center, (available here: <https://support.dynatrace.com/>).

OTHER HELPFUL RESOURCES:

Link to What’s new (release notes, end of life, early adopter, etc.): [What's new | Dynatrace Docs](#)

Link to STAR registry: [STAR Registry Entries for Dynatrace | CSA \(cloudsecurityalliance.org\)](#)