

# CSP Enterprise Lab Access Program

We at VoltDB recognize that adopting new technology is never an easy decision. Choosing new software, especially a database, requires careful consideration and evaluation and may even include prototyping and performance benchmarking.

As such, the CSP Lab program presents a wonderful opportunity to try before you buy to thoroughly determine and ensure the proper fit for a single application or perhaps global initiative. This also gives customers who want to be able to control their own destiny and participate in the roadmap and creation of the technology they want to use! VoltDB also recognizes that this is just the beginning of the journey, you must also ensure it's the right tool for the job for adoption to occur.

Recognizing this new paradigm of how customers like to adopt new technology, VoltDB has developed an exciting new lab program that will ensure your success. The program allows CSP's to freely adopt VoltDB's software in their labs with no restrictions. It also includes the necessary support and access to our technical staff to quickly ramp your team's knowledge and time to value.

## BENEFITS

VoltDB optionally offers Standard and Premium Support on a per customer per annum basis.

SUPPORT SERVICES	STANDARD (Non Prod)	PREMIUM (Non Prod)
Initial Response	4 business hours	1 business hour
Technical Response	1 business day	1 business hour
Coverage	Business Hours (Eastern Time)	24x7 (Severity 1 only) phone support Business hours email support
Communication Method	Email	Email, Phone
Customer Contacts	5 per BU	5 per BU
Sev. 1 Problem Escalation*/After Incident Review	No	Yes

\*Travel expenses paid for by the customer