Service Level Agreement

This Service Level Agreement (SLA) is between you and DBeaver Corporation. This SLA applies to all support services provided by DBeaver Corporation and Customers.
We provide different levels of support for users of DBeaver Community and PRO versions.

Support Channels

If you are using DBeaver Community Edition, please submit tickets to Github: https://github.com/dbeaver/dbeaver/issues/new/choose
Trial users and licensed customers of PRO versions must submit tickets through our online support system available on the website: https://dbeaver.com/tickets
We do not provide support through video conferencing
DBeaver support team provides support for the DBeaver products only and does not solve internal database issues. The support level that users can receive for the database issues depends on the separate agreement with the database vendor. DBeaver license does not extend any third-party agreement and cannot be a reason for the additional level of support from the database vendor or third party driver providers.

Licenses

We provide support for licenses with a valid maintenance period.
Perpetual licenses (for customers who purchased DBeaver license 23.2 and earlier) are offered with a limited support and maintenance period: one year or two years. The users get access to the online support system and new product versions during the whole maintenance period.
We do not make backports for the released product versions. All developed improvements and bug fixes are available in the new product versions. After the selected support period ends, the user can continue to use DBeaver without support and updates or buy a license extension to prolong the support and maintenance period for one additional year.
Subscription licenses allow using the product, receiving support from our team and accessing new product versions during the subscription period only. After the subscription ends, it is possible to renew it to continue using the product.

Initial Response Times by Severity Level

Licensed Customers must send bug reports, questions and feature requests through the online support system on our website.
Our business hours are from 07:00 am to 02:00 am GMT normal business days (Monday-Friday).
The initial response time is dependent upon the level of severity.
Trial users can create severity 2, 3 and 4 tickets.

Severity Level	Definition	Initial Response Time
1 (Critical)	Highest severity level, major impact on the business. Examples include: • A complete outage of the platform • A security breach that exposes customer data • A bug that causes DBeaver to crash with malfunction, or prevents a function that is critical to operations i.e. tasks, backups.	4 business hours
2 (Major)	Significant impact on the business. Examples include: • A partial outage or degraded functionality • A bug that prevents users from completing their work • A performance issue that makes the DBeaver slow or unresponsive • A bug that causes data corruption	8 business hours
3 (Minor)	Minor impact on the business. Examples include: • A cosmetic bug that does not affect the functionality of the developer tools • A documentation error • A configuration issue that can be resolved by the user	24 business hours
4 (Features)	This severity level indicates an incident that has no impact on the business. Examples of incidents that would be classified as Severity 4 include: • A feature request • A typo in the documentation	72 business hours

We issue a major release once per year and minor releases once per 3 months.