

SolarWinds Commercial Premium Support Addendum

Last updated December 1, 2025

This Addendum ("Addendum") complements the SolarWinds Support and Maintenance Terms ("Support Terms") applicable to SolarWinds software licensed under the SolarWinds End User License Agreement ("EULA", together, the "Agreement"), to coincide with your current SolarWinds support term as identified in your Order Form ("Effective Date").

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Visit our website

solarwinds.com/legal/legal-documents/commercial-premium-support-addendum

All capitalized terms will have the meaning given to such terms in the Agreement unless a different meaning is provided in this Addendum. In addition to the Support Terms, the parties agree that the following terms shall apply to Your purchase of Commercial Premium Support. If there is a conflict between this Addendum and the Agreement, this Addendum shall control.

SOLARWINDS COMMERCIAL PREMIUM SUPPORT

Upon receipt, processing, and invoicing of an order for Commercial Premium Support and subject to the terms of this Addendum and the Agreement, SolarWinds will provide You during the Commercial Premium Support Term (defined below) with the additional support for the applicable Software licenses based on the level of Commercial Premium Support to which You have enrolled ("Commercial Premium Support").

Applicability

Commercial Premium Support is only available for Your SolarWinds Software licenses under active maintenance and support. Commercial Premium Support is tied to one SolarWinds account number. You must have Commercial Premium Support for each SolarWinds account to which Commercial Premium Support will apply.

Definitions

Priority Designation Categories

SolarWinds defines support cases subject to the following priority designation codes:

- P1 is defined as System Down/Critical— Customer's production use of SolarWinds Software is stopped or so severely impacted that no User can reasonably continue to use or access the software. Critical requests have one or more of the following characteristics: a) data corruption b) the Software hangs causing unacceptable delays or c) the Software is inaccessible to all Users.

- P2 is defined as High – Customer experiences a disruptive loss of use of the Software. Important features are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.
- P3 is defined as Medium – Customer experiences moderate to minor loss of use of the Software or a feature/operation generated a result that was not expected. The impact is isolated and an inconvenience, however, use and access to Software can continue.
- P4 is defined as Low – Customer requests information, an enhancement, or documentation clarification regarding the Software but there is no impact on the use or access of the Software.

On-Demand Access

Based on the level of Commercial Premium Support to which You have enrolled, if You have **On-Demand Access** to specialized Support Engineers, You may make the request for the specialized resource when creating the service request either through a case comment or by calling our support phone line and requesting the specialized Support Engineer to work on Your service request based on your Commercial Premium Support plan.

If You are eligible for On-Demand access but the caller does not make such a request or waives use of the specialized Support Engineer, the request will not be routed to a specialized resource.

Joint Technical Review

Joint Technical Review ("JTR") is a customer-requested service (eligibility is based on the level of Commercial Premium Support that You have) where You and Your designated SolarWinds Customer Success Manager (CSM) or Customer Success Engineer (CSE) perform a review of Your SolarWinds environment to detect inefficiencies and optimization opportunities.

To request a JTR, you will need to request it through your designated SolarWinds CSM or CSE. After the CSE has completed analyzing the customer's environment and diagnostics, a JTR session will be scheduled to share the findings in an expert-driven health check. Remediation assistance will only be provided in Premium Support Level 2 and 3.

The number of JTRs differs based on the Commercial Premium Support level as indicated in the table below:

PREMIUM SUPPORT LEVEL	NUMBER OF JOINT TECHNICAL REVIEW (JTR)
1	2
2	4
3	8

Customers who desire regular JTRs should consider upgrading to the next Commercial Premium Support level. All JTRs need to be used within the current Commercial Premium Support annual enrollment period.

On-Demand Proactive Maintenance Window

On-Demand Proactive Maintenance Window is a proactive service in which SolarWinds assigns a CSE to plan your SolarWinds environment upgrade. The CSE will stay online for up to one (1) hour during a customer's maintenance window to assist with any issue that the customer may experience.

Customers with a Commercial Premium Support Plan with on-demand proactive maintenance window coverage and requiring maintenance window coverage must request the service through a support case at least **ten (10) business days** before each scheduled maintenance activity.

Upon request, SolarWinds will provide the contact information of the assigned CSE for the maintenance window coverage who will work alongside the customer's technical contact, for up to one (1) hour (as noted above) during the maintenance window.

Customers requiring more than one (1) hour of on-demand proactive maintenance window should consider purchasing commercial deployment services separately. Customers who require more maintenance window coverage and update assistance should consider upgrading to the next Commercial Premium Support level.

After the upgrade is completed, the CSE will provide a post-upgrade health check to validate that the upgrade process is complete without issues. The number of On-Demand Proactive Maintenance Window sessions differ based on the Commercial Premium Support level as indicated in the table below:

PREMIUM SUPPORT LEVEL	NUMBER OF TIMES "PROACTIVE MAINTENANCE WINDOW" CAN BE ACTIVATED
1	4
2	8
3	12

The available number of times On-Demand Proactive Maintenance Window sessions must be used within the current Commercial Premium Support enrollment period annually, and do not carry over.

Commercial Premium Support Service Hour

Note: Business Hours in North America and EMEA (as stated below) will be adjusted during Daylight Savings.

- **Business Hours**

REGION	BUSINESS HOURS
North America	7:00 am - 7:00 pm, Monday - Friday Central Standard Time (GMT-6)
APJ	7:00 am - 7:00 pm, Monday - Friday China Standard Time (GMT+8)
EMEA	7:00 am - 7:00 pm, Monday – Friday Central European Time (GMT+1)

- **After Business Hours**

REGION	AFTER BUSINESS HOURS
North America	7:00 pm - 7:00 am, Monday - Friday Central Standard Time (GMT-6)
APJ	7:00 pm - 7:00 am, Monday - Friday China Standard Time (GMT+8)
EMEA	7:00 pm - 7:00 am, Monday - Friday Central European Time (GMT+1)
24 hours during Weekends beginning at 7 pm (GMT-6) Friday through midnight to 7 am Monday (GMT-6) and Holidays	

Additional Language Support

Support in the English language is available to all customers on all levels of support programs by default. Additional language support is available in the following languages for Commercial Premium Support levels 2 and 3:

- Japanese
- Mandarin
- Korean
- Portuguese
- Spanish

Commercial Premium Support Service Hours are as follows:

LANGUAGE SUPPORT	PROFESSIONAL SUPPORT	ADVANCED SUPPORT	PREMIUM SUPPORT LEVEL 1	PREMIUM SUPPORT LEVEL 2 AND 3
• English			24/7	
• Japanese • Korean • Mandarin • Spanish • Portuguese		None		During SolarWinds Business Hours.

REGION	SOLARWINDS BUSINESS HOURS
Japanese & Korean	9:00 am - 5:00 pm, Monday - Friday Japan Standard Time (GMT+9)
Mandarin	9:00 am - 5:00 pm, Monday - Friday China Standard Time (GMT+8)
Spanish & Portuguese	9:00 am - 5:00 pm, Monday - Friday Central Standard Time (GMT-6)
SolarWinds Business Hours, as stated, will be adjusted during Daylight Savings.	

Executive Business Review (EBR)

The Executive Business Review (EBR) is available exclusively to customers enrolled in Commercial Premium Support Level 3. This is a structured, executive-level session designed to align Your business objectives with the outcomes achieved through Your use of Premium Support.

The CSE assigned to Your account will provide the following:

- Assistance in aligning Your Premium Support services and product roadmap initiatives with Your business goals.
- Assistance with the demonstration of ROI through support performance insights, utilization trends, and measurable outcomes from Premium Support.
- Delivering tailored recommendations to You on adoption, optimization, and risk reduction using Premium Support.

Product Insights

Product Insights with a CSE is available to customers enrolled in Commercial Premium Support Levels 2 and 3. The CSM assigned to Your account will work with you as follows:

- Share information on the latest releases of SolarWinds' products
- Inform You as to how SolarWinds features align with Your business objectives
- Educate customers on industry best practices

Incident Review

Incident review of support cases is available to customers enrolled in Commercial Premium Support levels 2 and 3. The CSE assigned to Your account will provide the following:

- Status updates of all outstanding issues depending on the severity of issues as per the cadence set forth in the table below:

ISSUE SEVERITY LEVEL	FREQUENCY
P1	Daily
P2	Weekly / Biweekly
P3	Monthly

- Perform a quarterly review of the support cases.

Bug Scrub

Bug scrub is a proactive service offered by SolarWinds, which works to identify and address issues before they impact the customer's application's performance or security and is available to customers enrolled in Commercial Premium Support levels 2 and 3.

The CSE assigned reviews the following with the customer:

- Security vulnerabilities
- Common Vulnerabilities and Exposures (CVEs)
- Bugs
- Release notes for the specific software release.

Based on the SolarWinds product features used in the customer's environment, the CSE works to identify concerns that may impact the Software in use and compiles a report of potential bugs that could affect the use of the Software.

Health Check Remediation Assistance

Health Check Remediation Assistance with a CSE is available to customers enrolled in **Premium Support Levels 2 and 3**. This service is intended to help You to resolve issues identified during system health checks to ensure Your environment remains optimized, stable, and aligned with best practices.

The CSE assigned to Your account will work with You as follows:

- Provide guidance in addressing misconfigurations, performance gaps, or risks identified in the health check
- Assist to resolve root causes rather than symptoms to prevent recurring issues and improve overall stability.
- Assist to apply recommended tuning and performance adjustments to enhance reliability and efficiency.

SolarWinds Certified Professionals® ("SCP") Voucher Allowance

[SolarWinds Certified Professionals®](#) is a certification program built on the foundation of a global network of thousands of SolarWinds Certified Professionals and focuses on enabling the effective use of SolarWinds' products.

- Customers enrolled in Commercial Premium Support Levels 1, 2 and 3 are entitled to SCP vouchers.
- Each SCP voucher provides for **one (1) SCP examination only**.
- The SCP voucher can only be used once and is non-refundable and non-transferable after registration.
- The number of SCP vouchers will differ based on the Commercial Premium Support level as indicated in the table below:

PREMIUM SUPPORT LEVEL	NUMBER OF SOLARWINDS CERTIFIED PROFESSIONALS® VOUCHERS
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1	2
2	5
3	10

The SCP vouchers are only valid within the current Commercial Premium Support annual period, and do not carry over. The customer will request for the SCP vouchers by registering on the [SCP exam registration](#) form and selecting “Are you a SolarWinds Premium Customer?” checkbox. The customer will receive an email from the certification team with instructions for creating an account and registering with the testing service provider.

Office Hours

“Office Hours” with a Technical Academy specialist is provided for all SolarWinds customers under active maintenance, which is provided as an open forum, available at times posted on the customer portal. Customers enrolled in Commercial Premium Support Levels 2 and 3 are entitled to a private “office hours” session with a Technical Academy specialist. Those customers can request a private office hours session through their CSM. For private office hour sessions, the customer will provide the list of questions or features through their CSM at least **fourteen (14) business days** before the start of the session.

- The number of private “Office Hours” product training hours available will differ based on the Commercial Premium Support level as indicated in the table below:

PREMIUM SUPPORT LEVEL	NUMBER OF PRIVATE “OFFICE HOURS” PRODUCT TRAINING HOURS
2	2
3	4

The ability to request a private office hours session will be valid annually during the active period of the Commercial Premium Support and do not carry over.

The program has the following scheduling restrictions:

- The maximum number of rescheduled (and cancelled) private office hours allowed is two (2).
- Please notify 48 hours in advance to reschedule or cancel the scheduled private office hours.

On-Demand Remote Help

Available for **Observability SaaS Premium Support levels 1, 2 & 3**, this provides customers with on-demand access to SolarWinds technical experts for remote assistance in resolving issues, optimizing configurations, and ensuring uninterrupted observability SaaS operations.

Automation Enablement

Automation Enablement is available exclusively under **Service Desk Premium Support Level 3**. This service is intended to assist customers in reducing their manual administrative workloads through the application of predefined automation rules and workflows within the SolarWinds Service Desk platform. Process automation may include logic-based routing, assignment, prioritization, and categorization of inbound tickets, change requests, and releases.

As part of this service, the assigned CSE will provide assistance to You in the following areas:

- Configuring automation for incoming tickets.
- Implementing time-based automation rules.
- Establishing automated rules to generate change records.

Integration Enablement

Integration Enablement is available for **Observability SaaS Premium Support Levels 2 and 3**, and **Service Desk Premium Support Level 3**. This service is intended to support customers in achieving unified visibility and coordinated operations across hybrid and cloud environments through platform integrations. These integrations may facilitate coordinated alerting, improved data flow, and workflow automation between SolarWinds products and third-party systems.

As part of this service, the assigned CSE will provide assistance to You in the following areas:

- Integrating Service Desk with the SolarWinds Platform to automatically receive and process alerts generated from Observability incidents.
- Configuring Single Sign-On and user provisioning integrations with Azure AD, Okta, or LDAP.
- Enabling built-in productivity widgets (e.g., Dameware, LogMeIn, TeamViewer, Harvest).

API Enablement

API Enablement is available for **Observability SaaS Premium Support Levels 2 and 3**, and **Service Desk Premium Support Level 3**. This service is intended to assist customers in connecting the SolarWinds platforms with external systems to support automated workflows, data synchronization, and extended platform functionality.

As part of this service, the assigned CSE will provide assistance to You in the following areas:

- Configuring API-based automation to create, update, or close tickets based on system events.
- Connecting Observability data to DevOps tools (e.g., Jenkins, PagerDuty, Opsgenie).
- Sending observability data to AI or analytics platforms for predictive analysis and anomaly detection.
- Integrating Service Desk with ERP, CRM, or project management systems (e.g., Salesforce, Jira, ServiceNow).

Levels of Premium Support

Premium Support is available at three different levels to meet a wide variety of customer needs. The details of each service level are shown in Table 1. The level of Premium Support is reflected in Your Order Form. “Advanced support” includes the SolarWinds Observability Self-Hosted - Enterprise Scale and Service Desk - Premier Tier. It is not sold separately. You may elect to increase Your support level during a support term, and SolarWinds (or your reseller) will prorate the fees from the effective date of such increase through the end of Your current support term. You may elect to decrease your Commercial Premium Support, but no refund or adjustment will be provided.

What are the benefits of upgrading from Advanced Support to Premium Support?

Advanced Support focuses on responsive assistance and access to self-help resources—ideal for customers who are confident in managing their environments but need timely help with critical issues.

Premium Support offers proactive, personalized engagement designed for complex, mission-critical, or closed environments. It goes beyond reactive support, providing dedicated engineers, success management, and advanced preventive maintenance to ensure environmental reliability and performance continuity.

Table 1. Commercial Advanced and Premium Support Service Levels

CATEGORY	ADVANCED SUPPORT	PREMIUM SUPPORT LEVEL 1	PREMIUM SUPPORT LEVEL 2	PREMIUM SUPPORT LEVEL 3
Reactive Support	<ul style="list-style-type: none"> - 24/7 access to phone and web support - Software updates - Thwack community access 	<ul style="list-style-type: none"> - 24x7 access to phone and web support - Software updates - Thwack community access - 1 hour response time for P1 cases - 4-hour response time for P2 cases 	<ul style="list-style-type: none"> - 24x7 access to phone and web support - Software updates - Thwack community access - 1-hour response time for P1 cases - 2-hour response time for P2 cases 	<ul style="list-style-type: none"> - 24x7 access to phone and web support - Software updates - Thwack community access - 30-minute response time for P1 cases - 1-hour response time for P2 cases - Advanced customer support resources

	<ul style="list-style-type: none"> - 1-hour response time for P1 cases - 4-hour response time for P2 cases - Intermediate customer support resources 	<ul style="list-style-type: none"> - Intermediate customer support resources 	<ul style="list-style-type: none"> - Intermediate customer support resources - Designated escalation manager - Additional language available on demand during SolarWinds business hours 	<ul style="list-style-type: none"> - Designated escalation manager - Additional language available on demand during SolarWinds business hours
Success Services	<ul style="list-style-type: none"> - Digital success - Onboarding Engineer 	<ul style="list-style-type: none"> - Customer success manager - Up to two joint technical and business reviews per year - Onboarding Engineer 	<ul style="list-style-type: none"> - Customer success manager & engineer - Up to four joint technical and business reviews per year 	<ul style="list-style-type: none"> - Senior customer success manager & engineer - Up to eight joint technical and business reviews per year - Up to one executive business review (EBR) per year
Proactive Engagement	<ul style="list-style-type: none"> - Cases are worked by our global support team 	<ul style="list-style-type: none"> - Cases are worked by our global premium support team. - Up to four On-Demand Proactive Maintenance Window - Up to two expert-driven health checks - On-Demand Remote Assistance (SaaS) 	<ul style="list-style-type: none"> - Cases are worked by our designated region premium support team during business hours. - On-demand access to the global premium support team after business hours, holidays, and weekends - Up to eight on-demand proactive maintenance window - Up to four expert-driven health checks & remediation assistance - Product insights, incident review & bug scrub - On-Demand Remote Assistance (For SaaS) - API & Integration Enablement (For SaaS & ITSM) - Automation Enablement (For ITSM) 	<ul style="list-style-type: none"> - Cases are worked by our designated region senior premium support team during business hours - On-demand access to the global senior premium support team after business hours, holidays, and weekends - Up to twelve on-demand proactive maintenance window - Up to eight expert-driven health checks - Product insights, incident review & bug scrub - On-Demand Remote Assistance (For SaaS) - API & Integration Enablement (For SaaS & ITSM) - Automation Enablement (For ITSM)
Academy and Education	<ul style="list-style-type: none"> - "Office hours" with Technical Academy specialist 	<ul style="list-style-type: none"> - Up to two SolarWinds Certified Professionals® (SCP) vouchers per year - "Office hours" with Technical Academy specialist 	<ul style="list-style-type: none"> - Up to five SolarWinds Certified Professionals® (SCP) vouchers per year - Up to two hours of private scheduled "Office hours" with a Technical Academy specialist 	<ul style="list-style-type: none"> - Up to ten SolarWinds Certified Professionals® (SCP) vouchers per year - Up to four hours of private scheduled "Office hours" with a Technical Academy specialist

All levels include access to:

- Training and certification options: Virtual Classes and eLearning • SolarWinds Academy Classes • SolarWinds Certified Professional Classes (some classes are subject to additional fees); and
- Self-help services: Access to Customer Success Center • Knowledge Base articles • Best practice content • Global search • Digital Health Checks.

Term & Termination or Expiration

- **Term.** Commercial Premium Support starts: (a) on the day SolarWinds invoices You for Commercial Premium Support, or (b) if You are purchasing Commercial Premium Support through a reseller, the day SolarWinds notifies You in writing (including electronic communications) that Your order for Commercial Premium Support has been processed, and ends on the date the Commercial Premium Support expires unless sooner expired or terminated in accordance with this section ("Commercial Premium Support Term").
- **Expiration.** Commercial Premium Support will automatically expire without notice if You fail to maintain active maintenance and support for all applicable SolarWinds software licenses receiving Commercial Premium Support or after the Commercial Premium Support Term ends and is not renewed. For clarity, SolarWinds will continue to provide Commercial Premium Support to applicable licenses that remain under active maintenance and support during the Commercial Premium Support Term.
- **Termination.** SolarWinds may terminate this Addendum upon fifteen (15) days prior written notice for any material default or breach of this Addendum or the Agreement, unless You have cured such failure or default within such period, or immediately if SolarWinds terminates the Agreement for Your breach. However, there will be no cure period for a breach of the license restrictions contained in the EULA or if You misappropriate or infringe SolarWinds' intellectual property rights.

Exclusions

For Commercial Premium Support, SolarWinds is not obligated to:

- a) Provide any support other than what is offered under the Support Agreement and this Addendum.
- b) Perform Commercial Premium Support if You fail to pay all fees when due or fail to perform Your obligations under this Addendum; or
- c) Perform (i.e., take control of Your environment) onboarding on Your behalf.
- d) You acknowledge that Commercial Premium Support does not include:
 - Developing custom scripts, templates, or queries.
 - Analyzing or troubleshooting performance issues resulting from or related to third party products, such as SQL or OS performance issues.
 - SolarWinds will not go on-site to perform any support offered under this Addendum.

Further, SolarWinds does not and will not take control of Your environment to perform full installations, configurations, migrations, or upgrades.