Customer Support Handbook

This Customer Support Handbook provides supplemental details regarding Databricks Support Service offerings, definitions and terms, as well as how to access assistance from Databricks Support.

Generally

- **Self-Service Assistance.** Customers who have not ordered Support Services via a Databricks Order may access public documentation and open resources available via the Databricks Help Center. (Databricks is not liable to provide any other form of assistance or information).

    - **Help Center:**

        https://help.databricks.com/s/?_ga=2.91271314.903005915.1660595905-1444354496.1653593356

- **Responsibilities/Resources.** Supported customers are responsible to assure Contact personnel meet minimum capability/knowledge expectations, as outlined in our posted resource guides below. Such Contacts must also follow these published processes to effectively access Databricks Support Services and interact with Databricks Support personnel (otherwise our ability to engage may be delayed or hindered).

    - **Support resources:**

        https://docs.databricks.com/resources/support.html

    - **Databricks Support Portal & Admin Console:**

        https://docs.databricks.com/resources/support.html#the-admin-console

- **Mid-term Upgrades.** Customers may upgrade to a higher level of Support Services during the term of their current Support Service. Contact your Databricks Account Executive for a quote.

- **Case Closure.** Requests are closed by mutual agreement of achieved resolution, or after no reply has been received from Customer for 5 business days. (Applies to Support Plans other than Chat).

- **Exclusions**. Support is not available to address performance issues on Databricks Jobs Light Compute. Purchased Support Services apply to the Platform Services/Databricks Powered Services used with the Cloud Service Provider(s) specified in Customers Order.

Named Contacts

- **Initial Setup**. To enable named Contacts under Business, Enhanced, and Production Support Service plans, Customers provide their Databricks Account Executive with a contact who will serve as the Customer's Support Administrator ("**Admin**").

    The Admin will receive a verification and setup email, and access to the Databricks Support Portal & Admin Console.

- **Contact Additions/Changes.** Once enrolled, the Admin can appoint, manage, and update up to the maximum number of purchased named Contacts.

Opening Support Tickets

To open tickets for Support Services (other than Direct Chat Support), the preferred method is to use the Databricks Help Center (see *Responsibilities/Resources*, above).

Customers may also send email to *help@databricks.com*

Direct Chat Support

Limited technical assistance is available for reviewing Customer code or applications. The following levels of chat support are currently available, and include the number of Contacts shown:

Support Product	Max # of Contacts
Direct Chat	8
Direct Chat Support Add-On	4
Direct Chat Support Silver*	4

* *for Databricks Powered Services on Azure*