

# RABBITMQ SUPPORT

## FREQUENTLY ASKED QUESTIONS

Got a question about what's covered in your support plan? This FAQ breaks down what's included, what to expect and how we can help when you need us.

### What version(s) of RabbitMQ do you support?

We support all versions of RabbitMQ, as long as you're using the official open-source distribution on a supported operating system with a compatible Erlang version. Built-in plugins are fully supported, and we can also support approved third-party plugins — just check with us if you're unsure.

### What does my RabbitMQ Support cover?

#### Log & error investigation

We dig into RabbitMQ logs to identify and diagnose errors, crashes, or unexpected behavior.

#### Client issue diagnosis

If RabbitMQ clients are having trouble due to RabbitMQ itself, we'll investigate and help resolve it.

#### Deployment troubleshooting

We assist with installation issues, network problems, or hardware-related disruptions affecting RabbitMQ.

#### Upgrade support

Ran into issues during an upgrade? We'll help identify the cause and get things back on track.

#### Unusual performance issues

If your RabbitMQ deployment isn't performing as expected, we'll investigate and recommend solutions.

#### Feature & configuration guidance

Need help understanding RabbitMQ features or tuning your setup? We'll walk you through it.

#### Upgrade & release insights

Get information on the latest releases and guidance on when and how to upgrade.

#### Mitigation strategies

We don't just identify problems — we help you resolve them, too.

#### Bug reporting

If we find a confirmed defect, we'll report it to the RabbitMQ open-source project and can contribute a quick fix if appropriate.

#### Security assessments

We can help assess known vulnerabilities and guide you on mitigation strategies.



## Can I get help designing or rearchitecting my RabbitMQ setup?

Absolutely! While deep architecture or redesign work isn't part of standard support, we offer dedicated consultancy days to help with design reviews, scaling strategies, and long-term planning.

## Can you help with long term performance tuning?

We're happy to investigate performance issues that appear abnormal or sudden. For ongoing tuning or improvements that involve changes to your cluster design, we can arrange consultancy sessions focused on optimisation.

## Can you help with day-to-day RabbitMQ operations?

Our support team can assist you on these activities. Depending on the complexity you may be able to use your built-in consultancy days to carry out these activities depending on your tier. If you are unsure how to proceed, contact our support team and we'll advise you on the way forward.

## Can you build new features or custom development for RabbitMQ?

Yes — custom development work, including feature additions or major fixes can be discussed, although this will not be considered part of your support package. Talk to us and we can assess the request, scope the work, and offer a clear path forward.

## What about security patches?

We can assess your exposure to known vulnerabilities and help with mitigation. If a patch is required, we'll discuss options on a case-by-case basis.

## How can I contact support if we have issues accessing the portal?

For support enquiries please contact the team at [rabbitmq-support@seventhstate.io](mailto:rabbitmq-support@seventhstate.io)

# ISSUE SEVERITY DEFINITIONS

Severity	Definition	Support Availability	Initial Answer SLA (Platinum Package)	Initial Answer SLA (Standard(+) Package)	Initial Answer SLA (Essentials Package)
<b>Critical (P1)</b>	Issue resulting in a complete outage or major service disruption, preventing essential business functions.	24/7	30 minutes	30 minutes*	8 hours during business hours
<b>High (P2)</b>	Issue causing significant service degradation or impacting multiple users/systems.	24/7	30 minutes	30 minutes*	8 hours during business hours
<b>Medium (P3)</b>	Issue affecting some users or functionalities, but not causing critical disruption. System resiliency is compromised but the service is operational.	Business Hours - 8:00-17:00 (UK)	1 hour	4 hours	8 hours
<b>Low (P4)</b>	Minor issue or bug with minimal impact on users or systems.	Business Hours - 8:00-17:00 (UK)	2 hours	4 hours	8 hours
<b>Information (P5)</b>	Request for information, clarification, or documentation related to the product or service. No immediate resolution required.	Business Hours - 8:00-17:00 (UK)	3 hours	4 hours	8 hours

\*Only for the 1 or 4 extra tickets, once the quote is exhausted, then 4 hours SLA during Business hours.

## Have a question about your support cover that isn't covered here?

Reach out - we're always happy to assist.

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