RStudio Support Offerings	Customer Obligations	Full Service Partner Offerings (items outside the scope of RStudio Support)
● Support for installation, configuration and maintenance of **RStudio** products.	● Ensure RStudio software product is being used on a supported operating system and version.	● Phone support, onsite technical support, product or technical training, or professional services and related expenses.
● Provide all Updates and Upgrades to preexisting **RStudio** products, together with all required amendments and product documentation.	● Administer the underlying R version(s) such that RStudio products are able to use them as designed.	● Direct support for the R programming language, including but not limited to installation, configuration, and programming issues.
● Maintenance and support for resolution of technical issues related to **RStudio** software products for the term of your paid subscription.	● Read and follow RStudio set-up and ongoing best-practices documentation.	● Linux administration of the server host machine, including but not limited to user management, resource allocation, authentication integration, and system dependency installation.
● Provide an email response to support tickets within eight (8) business hours of ticket receipt, between the hours of 9am and 5pm U.S. Eastern, Monday through Friday, excluding holidays.	● If applicable, ensure the RStudio product is being used on a supported web browser, per the RStudio Product Requirements page.	● Database administration and connection configuration.
	● Cooperate with RStudio's technical support personnel in the diagnosis of an error or defect in the RStudio software products. This may require access to system and server logs, among other artifacts, so root access is necessary.	● Integrations between non-RStudio software products other than those specifically certified for use by RStudio.
		● Resolution of defects or errors resulting from any unsupported modifications made by the customer.
		● Troubleshooting for any version of RStudio other than the two most recent releases of the current major version