

Cribl Service Credits

A flexible pool of prepaid professional services time.

Overview

The Cribl Service Credits SKU provides a flexible pool of prepaid professional services time ("Service Credits") for Statement of Work-based engagements and other mutually defined Cribl initiatives. One Service Credit equals four hours. Service Credits are intended to give customers a customizable way to engage Cribl Consulting Services for advisory, delivery, optimization, and enablement work across their Cribl environment.

Unlike a fixed-scope activation, Service Credits can be aligned to the customer's priorities, operating model, and pace of execution. This service is designed for customers who want support across architecture, deployment, configuration, onboarding, optimization, health checks, documentation, and other Cribl-related tasks defined in the applicable SOW or agreed delivery plan.

The Service Credits will remain available for use during a 365-day Service Period beginning on the purchase order acceptance date.



Service objectives

This service helps customers:

- Apply Cribl expertise to customer-specific priorities and timelines.
- Provide hands-on delivery support across Cribl products and related configurations.
- Maintain forward progress through recurring working sessions and agreed action plans.
- Convert flexible service time into measurable outcomes tied to the customer's deployment, migration, optimization, or operational goals.

How it works

1. Kickoff and planning

Cribl will assign a consultant to the customer's engagement. Unless mutually agreed otherwise in writing, the start date for the Service Credits engagement will be within one (1) week of Cribl's Subscription Start Date. During the kickoff, the parties will review the customer's goals, confirm the intended use of the Service Credits, align on the delivery approach, and establish a working cadence.

If applicable, a Statement of Work exists will provide additional guidance on priorities, deliverables, and expected outcomes for the engagement.

2. Flexible working sessions

Customers may use Service Credits for ad hoc or recurring working sessions. Cribl will work with the customer to establish a recurring cadence at the start of the engagement, as regular working sessions are a strong indicator of success for Service Credits engagements.

Services may be delivered during live working sessions, offline work and, where appropriate, through consultant work performed with remote access or other agreed access methods.

3. Midpoint utilization review

On or after the end of month six of the Service Period, Cribl and the Customer will review utilization against the purchased Service Credits. If less than fifty percent (50%) of the purchased Service Credits have been consumed by that point, the engagement will move to a structured utilization plan for the remainder of the Service Period to help ensure the remaining Service Credits are actively used toward Customer outcomes.

Under this structured utilization plan:

- The Customer will participate in the recurring thirty (30) minute weekly status calls and make available the project owner, required subject matter experts, and any prerequisites needed to keep the engagement moving.
- Cribl will establish a recurring weekly delivery cadence, in addition to the weekly status calls with the Customer.
- Cribl will schedule a recurring weekly burn rate of Service Credits ("Weekly Burn Rate") designed to fully consume customer's Service Credits by the end of the Service Period (365 days after Subscription Services agreement start date).
- The default minimum burn rate under this model is .5 credits / two (2) hours per week ("Minimum Burn Rate"), unless otherwise agreed in writing.
- If the remaining balance of Service Credits cannot reasonably be consumed at the Minimum Burn Rate before the end of the Service Period, Cribl may increase the Weekly Burn Rate based on the remaining Service Credits divided by the remaining weeks in the Service Period.
- Scheduled time may include live working sessions with the Customer and, where appropriate, consultant-led execution, preparation, configuration, documentation, analysis, or other agreed project work performed independently by Cribl using approved remote access or offline work methods.
- If the Customer does not attend a scheduled delivery session, Cribl will use the reserved time to perform agreed project work, and such time will be applied against the remaining Service Credits.

4. Proactive engagement management

If the Customer is not actively using the Service Credits, Cribl may proactively recommend future working session topics and reach out to schedule sessions. This is intended to keep the engagement aligned to outcomes and reduce the risk of unused services near expiration.

Weekly status call requirement

To support delivery progress and effective use of the Service Credits, the Customer must participate in a recurring thirty (30) minute weekly status call for the duration of the active engagement, unless otherwise agreed by both parties in writing.

The weekly status call is a required project governance activity and is intended to:

- Review progress against the agreed delivery plan
- Track completed work, open actions, risks, blockers, and dependencies
- Confirm upcoming working sessions and Customer prerequisites
- Validate priorities for the use of remaining Service Credits
- Ensure the engagement remains aligned to the Customer's technical and business objectives

The Customer is responsible for ensuring the appropriate project owner and required subject matter experts attend these status calls when needed to keep the engagement moving.

If the Customer repeatedly does not attend the required weekly status call, does not provide required inputs, or does not participate in agreed project tracking activities, Cribl may treat the engagement as inactive and apply the Customer Responsiveness and Escalation process described above.

Service scope

Your Cribl consultant may provide services related to all facets of the customer's Cribl deployment and operational use of Cribl products.

Examples of in-scope tasks include:

- Architecture reviews, deployment planning, and best-practice guidance.
- Deployment support for Cribl components, including guidance on Leader, Worker Group, Edge, Search, Lake, Lakehouse Engine, and Cribl.Cloud related activities, where applicable to the customer's environment and purchased scope.
- Configuration of sources, destinations, routes, pipelines, transformations, enrichment, and related data flow components.
- Data onboarding, use case implementation, reduction strategies, replay planning, and optimization of data handling workflows.
- Health checks, troubleshooting, performance reviews, and recommendations for improvement.
- Upgrade planning, rollback planning, and operational readiness guidance.
- Migration services from On-prem to Cloud
- Documentation, architecture diagrams, as-built documentation, and project closeout support.
- Knowledge transfer and enablement to help the Customer independently manage future workstreams.

Specific deliverables, priorities, and outcomes may be customized based on the customer's SOW, success criteria, and remaining Service Credit balance.

Customer responsiveness and escalation

If the Customer is not actively engaging in the scheduling or use of the Service Credits, Cribl will follow a formal escalation path to prevent delay, shelfware, and loss of momentum against the intended outcomes of the engagement.

- First, Cribl will proactively recommend working session topics, proposed dates, and next actions tied to the agreed delivery plan.
- If the Customer remains unresponsive, Cribl will escalate outreach to the Customer's named project sponsor, executive sponsor, or other designated business owner to re-establish alignment and confirm next steps.
- If no working session is scheduled after sponsor outreach, Cribl will issue a final written scheduling notice stating that the remaining Service Credits must be scheduled and actively used within the Service Period.
- If the Customer does not respond to the final scheduling notice or does not materially engage in delivery and no mutual agreement is in place, any unused portion of the Service Credits shall expire at the end of the Service Period and remain non-refundable and non-creditable unless otherwise approved by Cribl in writing.

The purpose of this process is to maintain project momentum, improve customer outcomes, and reduce the risk of unused services remaining open without a clear path to delivery.



Terms and conditions

Cribl, or an authorized partner, will provide the services described in this Service Brief subject to the applicable Order Form, Statement of Work, Subscription Services Agreement, or other applicable agreement in place between Cribl and the Customer.

Services will be delivered remotely unless otherwise agreed in writing.



Out of scope

The following are out-of-scope items unless expressly identified in the applicable SOW or otherwise approved by Cribl in writing:

- Modification, installation, or maintenance of customer hardware, systems, or network equipment.
- Modification, installation, or maintenance of non-Cribl products or services, except where required for advisory coordination related to Cribl delivery.
- Weekend, after-hours or holiday availability.
- Onsite visits.
- Any services or activities other than those explicitly specified in this Service Brief, the SOW, or another mutually agreed written scope.

Service expiration

The Customer has a period of twelve (12) months from the start date of the Service Credits engagement (“Service Period”) to schedule and utilize the purchased services. Unless approved by Cribl, the Service will terminate automatically at the conclusion of the twelve-month period. Any unused portion of the Service Credits is non-refundable and non-creditable.

Cribl may, in its sole discretion, approve one written extension of up to ninety (90) days solely to complete scheduled and actively progressing work. Extensions will not be granted for inactive engagements, unresponsive Customers, or Services not materially in use. Any unused portion of the Services remaining at the end of the extension period will expire and remain non-refundable and non-creditable.

Scheduled meetings

Cribl may provide the services described in this Service Brief during mutually agreed scheduled meetings or scheduled working sessions with the Customer. The Customer agrees to provide at least forty-eight (48) hours’ prior written notice to cancel, reschedule, or otherwise change the length of a scheduled session. If the Customer fails to provide such notice, Cribl will deduct the time associated with the originally scheduled session against the remaining Service Credits.

Requirements

To ensure delivery of Service Credits as described in this Service Brief, the Customer must:

- Establish scheduled sessions with the consultant at the start of the term, or provide remote access to accomplish tasks independent of working sessions where appropriate.
- Provide reasonable assistance, timely feedback, and access to the appropriate subject matter experts.
- Participate in recurring sessions when requested to maintain progress against the agreed plan, especially when utilization is below the expected midpoint threshold.
- Provide sufficient sample data, configurations, and environmental information needed for Cribl to perform the agreed services.

The purpose of this process is to maintain project momentum, improve customer outcomes, and reduce the risk of unused services remaining open without a clear path to delivery.



The **AI Platform** for Telemetry

Learn more at cribl.io
Try [Cribl Sandboxes](#)

Join our [Slack community](#)
Follow us on [LinkedIn](#) and [X](#)