

Resource	Pinecone responsibility	Customer responsibility
Pinecone upgrades and hotfixes	✓	
Cost management and attribution	✓	✓
Software vulnerability remediation	✓	
Infrastructure vulnerability remediation	✓	
IAM (roles, service accounts, access segmentation)	✓	✓
Compute	✓	
VPC (subnets, routing, firewall)	✓	✓
VPC peering		✓
VPC private links (service endpoint)	✓	
VPC private links (consumer endpoint)		✓
Local storage	✓	
Tiered Storage	✓	
Control plane	✓	
Access controls and audit	✓	✓
Managed disaster recovery		✓
Observability and monitoring (SLOs, SLIs, tracing, alerting, runbooks)	✓	
Availability service-level agreement (SLA)	✓ (subject to required access to customer resources)	
Proactive threat detection	✓	✓
Static secret rotation	✓	
Incident response	✓	
Resilience verification	✓	
Kafka Connect tasks state		✓