

**Teradata Product Support Policies
Revision History**

Revision	Date	Section	Synopsis
1	1/15/16	All	New
2	4/1/16	Cloud Support Critical System Management & Hadoop Hardware Plus	New section/updated CSM Changed "Assigned Customer Support Representative" to "Assigned Service Management"
3	7/15/16	Software Services Problem Resolution Hardware Services SWI & CSM CSM	Added TTU, TMS Applications SW Support lifecycle Separated Teradata Aster & Hadoop SW Support Lifecycle Clarified Escalation & Notification Guidelines Added FRO references Clarified products included in SWI Clarified Availability reporting only for Teradata Database
4	10/18/16	Various Premier SW Only Premier Cloud Support Software Services Software Implementation Critical System Management Hadoop Hardware Plus	Deleted "production" from Severity 1 incident definition All support for TVME is English only All support is in English; Clarified Sev1 & 2 are phone only; added 24x7 Priority Option New lifecycle support policy for TD 16.00 and later releases Clarified Aster Execution Engine support lifecycle New UDA software support lifecycle Added SAS software support Deleted TVME and Public Cloud as part of SWI Complete Clarified CSM includes SHC for Premier SW Only or Cloud Support systems Clarified CSM includes only remote SW installation of maintenance and patch/fix releases for TVME, public & private cloud systems Added Tech Alerts and SWI for non-hadoop and OS software
5	1/17/17	Software Services Premier Support	Clarified lifecycle support policy for TD 16.00 and later releases Added Premier ThinkBig Software Support
6	4/17/17	Overview Premier Support Premier SW Only Support Premier ThinkBig SW Support Coverage Hrs & Response Software Services Access to Software Maintenance & Patches Customer Installable & Upgradeable Software Software Subscription Problem Resolution Exclusions Critical System Management	Clarified subscription-based software licenses Replaced Teradata holidays with local observed holidays Added Analytic Application coverages Added 9x5 Foundation option; deleted HDF from Expert Services Added "except as noted above" to refer to Analytic Application coverages Added non-site specific code level maintenance for Teradata Database XX.00, XX.10, XX.50 and XX.60 releases; added Analytic Application support lifecycle; added extended application maintenance (EAM) Added "for most products" have access to Teradata At Your Service Deleted "covered by an order for support" to accommodate subscription-based licenses; added Analytic Applications are not customer installable Added Software Upgrade Licenses Replaced Software Enhancements section with Incident Closure Added "For Analytic Application Software, modifications or customizations by Teradata Professional Services" Clarified deliverable differences for IntelliCloud, Public, and Private Cloud systems
7	7/20/17	Database Support Lifecycle Database Support Only Period	Added "crash dump analysis performed" Added "no crash dump analysis performed"

		Remote Connectivity Premier SW Only & Premier Cloud Support	Clarified ServiceConnect, ServiceLink and other connectivity methods Clarified all support is in English “unless Customer has Critical System Management service”
8	10/20/17	Premier SW Only Support Premier ThinkBig Support Extended Database Maintenance Teradata Aster and Hadoop Software Support Lifecycle Teradata Managed Application, UDA, Analytic Application, and Other Software Support Lifecycle Software Implementation (SWI) Hadoop Appliance Software Implementation (SWI)	Added “Teradata Analytic Applications” Clarified local language support with Critical System Management Clarified support for Apache NiFi Added EDM service can be made available for additional releases at Teradata’s discretion Clarified Hadoop Support is 36 months from distribution vendors General Availability Added: Teradata Warehouse Miner” Clarified Teradata SWI Clarified ServiceConnect is required for Pubic Cloud Added new service offer
9	1/15/18	Overview Premier ThinkBig Support Coverage Hours and Response Times Hardware Services Database Support Lifecycle Extended Teradata Database Maintenance (EDM) Period Critical System Management	Added Teradata’s follow-the-sun support model Changed: to Premier Kylo Support, coverage and response times; Removed: Enterprise, Standard names & references to ThinkBig Removed: “customer” prior to service representative on 2 nd paragraph Added: Installation of certified OS fixes is not to exceed a quarterly calendar cadence Clarified lifecycle support policy for TD 16.10 and later releases Clarified inclusion of TTU in EDM Updated for TD 16.10 and later releases Updated to include CSM services for Hadoop Appliance systems Clarified that Teradata will inform customer of changes to Product Support Policy
10	6/5/18	Premier Warehouse & Appliance Support Premier Kylo Support Exclusions	Added: Severity 3 incidents for HW receive 24x7 coverage and 30 minute remote response Updated: 9x5 – <u>Remote Response</u> : 9 hours for Severity 1 and 2 incidents; Next Business Day for Severity 3 and 4 incidents 9x5 Foundation – <u>Remote Response</u> : Severity 1 and 2 incidents NA; Next Business Day for Severity 3 and 4 incidents Added: Problems resulting from disabling the Fallback feature in certain configurations are not covered

		Cover page	Added link to current Product Support Policies version
11	10/30/18	Premier Cloud Support	Added: At a minimum, Customer must allow WebEx or Secure Shell (SSH) type connections as requested by Teradata for support.
12	10/30/18	Hardware Services Software Services	Note: Certain Teradata Software Products contain a virtualized OS that is considered part of Teradata Software (e.g. TDVM) and not the hardware platform.