

**Teradata Product Support Policies
Revision History**

Revision	Date	Section	Synopsis
15	4/19/19	Monitoring and Diagnostic Tools Teradata Optimize	Clarified requirements related to Monitoring and Diagnostic Tools/Agents Added coverage windows for Teradata Success Services: Optimize Removed partial "Revision History" table
14	3/13/19	Teradata Database Software Support Lifecycle	Update Extended Database Maintenance (EDM) policy – policy remains 3+2 but no longer called 3+1+1 – all years during the EDM period chargeable
13	1/8/19	Teradata Success Services	Introduction of new Teradata Success Services Changed: "Teradata At Your Service" to Teradata Access Updated: Monitoring and Diagnostic Tools section with Teradata Success Services requirements Consolidated Premier Appliance & Premier Warehouse into a single Premier Support offering Update Extended Database Maintenance (EDM) policy – policy remains 3+2 but no longer called 3+1+1 – all years during the EDM period chargeable Removed limit on Major / Minor upgrades for TD on VMware. Software Implementation and Critical System Management includes all Teradata Database releases
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.
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.
10	6/5/18	Premier Warehouse & Appliance Support Premier Kylo Support Exclusions Cover page	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 Added link to current Product Support Policies version
9	1/15/18	Overview Premier ThinkBig Support Coverage Hours and Response Times	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

		<p>Hardware Services</p> <p>Database Support Lifecycle</p> <p>Extended Teradata Database Maintenance (EDM) Period</p> <p>Critical System Management</p>	<p>Added: Installation of certified OS fixes is not to exceed a quarterly calendar cadence</p> <p>Clarified lifecycle support policy for TD 16.10 and later releases</p> <p>Clarified inclusion of TTU in EDM Updated for TD 16.10 and later releases</p> <p>Updated to include CSM services for Hadoop Appliance systems Clarified that Teradata will inform customer of changes to Product Support Policy</p>
8	10/20/17	<p>Premier SW Only Support</p> <p>Premier ThinkBig Support</p> <p>Extended Database Maintenance</p> <p>Teradata Aster and Hadoop Software Support Lifecycle</p> <p>Teradata Managed Application, UDA, Analytic Application, and Other Software Support Lifecycle</p> <p>Software Implementation (SWI)</p> <p>Hadoop Appliance Software Implementation (SWI)</p>	<p>Added "Teradata Analytic Applications" Clarified local language support with Critical System Management Clarified support for Apache NiFi</p> <p>Added EDM service can be made available for additional releases at Teradata's discretion</p> <p>Clarified Hadoop Support is 36 months from distribution vendors General Availability</p> <p>Added: Teradata Warehouse Miner"</p> <p>Clarified Teradata SWI Clarified ServiceConnect is required for Pubic Cloud</p> <p>Added new service offer</p>
7	7/20/17	<p>Database Support Lifecycle</p> <p>Database Support Only Period</p> <p>Remote Connectivity</p> <p>Premier SW Only & Premier Cloud Support</p>	<p>Added "crash dump analysis performed" Added "no crash dump analysis performed" Clarified ServiceConnect, ServiceLink and other connectivity methods</p> <p>Clarified all support is in English "unless Customer has Critical System Management service"</p>
6	4/17/17	<p>Overview</p> <p>Premier Support</p> <p>Premier SW Only Support</p> <p>Premier ThinkBig SW Support</p> <p>Coverage Hrs & Response</p> <p>Software Services</p> <p>Access to Software Maintenance & Patches</p> <p>Customer Installable & Upgradeable Software</p>	<p>Clarified subscription-based software licenses</p> <p>Replaced Teradata holidays with local observed holidays</p> <p>Added Analytic Application coverages</p> <p>Added 9x5 Foundation option; deleted HDF from Expert Services</p> <p>Added "except as noted above" to refer to Analytic Application coverages</p> <p>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)</p> <p>Added "for most products" have access to Teradata At Your Service</p> <p>Deleted "covered by an order for support" to accommodate subscription-based licenses; added Analytic Applications are</p>

		<p>Software Subscription Problem Resolution</p> <p>Exclusions</p> <p>Critical System Management</p>	<p>not customer installable</p> <p>Added Software Upgrade Licenses</p> <p>Replaced Software Enhancements section with Incident Closure</p> <p>Added "For Analytic Application Software, modifications or customizations by Teradata Professional Services"</p> <p>Clarified deliverable differences for IntelliCloud, Public, and Private Cloud systems</p>
5	1/17/17	<p>Software Services</p> <p>Premier Support</p>	<p>Clarified lifecycle support policy for TD 16.00 and later releases</p> <p>Added Premier ThinkBig Software Support</p>
4	10/18/16	<p>Various</p> <p>Premier SW Only</p> <p>Premier Cloud Support</p> <p>Software Services</p> <p>Software Implementation</p> <p>Critical System Management</p> <p>Hadoop Hardware Plus</p>	<p>Deleted "production" from Severity 1 incident definition</p> <p>All support for TVME is English only</p> <p>All support is in English; Clarified Sev1 & 2 are phone only; added 24x7 Priority Option</p> <p>New lifecycle support policy for TD 16.00 and later releases</p> <p>Clarified Aster Execution Engine support lifecycle</p> <p>New UDA software support lifecycle</p> <p>Added SAS software support</p> <p>Deleted TVME and Public Cloud as part of SWI Complete</p> <p>Clarified CSM includes SHC for Premier SW Only or Cloud Support systems</p> <p>Clarified CSM includes only remote SW installation of maintenance and patch/fix releases for TVME, public & private cloud systems</p> <p>Added Tech Alerts and SWI for non-hadoop and OS software</p>
3	7/15/16	<p>Software Services</p> <p>Problem Resolution</p> <p>Hardware Services</p> <p>SWI & CSM</p> <p>CSM</p>	<p>Added TTU, TMS Applications SW Support lifecycle</p> <p>Separated Teradata Aster & Hadoop SW Support Lifecycle</p> <p>Clarified Escalation & Notification Guidelines</p> <p>Added FRO references</p> <p>Clarified products included in SWI</p> <p>Clarified Availability reporting only for Teradata Database</p>
2	4/1/16	<p>Cloud Support</p> <p>Critical System Management & Hadoop Hardware Plus</p>	<p>New section/updated CSM</p> <p>Changed "Assigned Customer Support Representative" to "Assigned Service Management"</p>
1	1/15/16	All	New