

# Teradata Product Support Policies

As of 6/5/18

Previous changes to this document can be found here:  
[Document Revision History](#)

Latest version:  
[Teradata Product Support Policies](#)

Revision	Date	Section	Synopsis
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"</p> <p>Clarified local language support with Critical System Management</p> <p>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</p> <p>Clarified ServiceConnect is required for Pubic Cloud</p> <p>Added new service offer</p>
9	1/15/18	<p>Overview</p> <p>Premier ThinkBig Support</p> <p>Coverage Hours and Response Times</p> <p>Hardware Services</p> <p>Database Support Lifecycle</p> <p>Extended Teradata Database Maintenance (EDM) Period</p> <p>Critical System Management</p>	<p>Added Teradata's follow-the-sun support model</p> <p>Changed: to Premier Kylo Support, coverage and response times; Removed: Enterprise, Standard names &amp; references to ThinkBig</p> <p>Removed: "customer" prior to service representative on 2<sup>nd</sup> paragraph</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</p> <p>Clarified that Teradata will inform customer of changes to Product Support Policy</p>
10	6/5/18	<p>Premier Warehouse &amp; Appliance Support</p> <p>Premier Kylo Support</p> <p>Exclusions</p> <p>Cover page</p>	<p>Added: Severity 3 incidents for HW receive 24x7 coverage and 30 minute remote response</p> <p>Updated: 9x5 – <u>Remote Response</u>: 9 hours for Severity 1 and 2 incidents; Next Business Day for Severity 3 and 4 incidents</p> <p>9x5 Foundation – <u>Remote Response</u>: Severity 1 and 2 incidents NA; Next Business Day for Severity 3 and 4 incidents</p> <p>Added: Problems resulting from disabling the Fallback feature in certain configurations are not covered</p> <p>Added link to current Product Support Policies version</p>

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## Overview

Unless otherwise stated, these policies apply to maintenance and support for Teradata, Aster Data and Hadoop Software, and Teradata Equipment (hardware).

“Customer” refers to the entity that has ordered maintenance and support from Teradata.

To receive maintenance or support services from Teradata as described in the Support Level descriptions below, Customer must: (i) have a signed Teradata Master Agreement including Maintenance & Support terms; (ii) have a signed Maintenance Order that specifies the Products, their applicable Support level, the elected Optional Service Enhancements (if any) and the rates (iii) have currently licensed and supported software versions and (iv) pay a maintenance and support fee. Certain subscription-based software licenses include Premier Support specific to that type of Software or Product (Equipment and Software).

Teradata may use subcontractors in the performance of certain support tasks and locations. Teradata uses a “follow the sun” global delivery model whereby maintenance and support, as described in this document, may be performed in any of our centers in order to leverage the skills and talents of individuals throughout the world. Any Customer required restrictions to this delivery model are considered non-standard by Teradata and may result in additional charges and/or changes to the maintenance and support policies described in this document. Any changes to the delivery of maintenance and support due to customer restrictions on Teradata's global delivery model must be agreed to in writing.

“Teradata At Your Service” is Teradata's web-based 24x7 support portal. Teradata at Your Service provides valuable support service information, such as user documentation, the ability to download software and patches, 24 x 7 logging and tracking of incidents, and links to best practice documents. Registration and login is at <https://access.teradata.com>.

Teradata Product Maintenance and Support Policies are subject to change without notice at Teradata's discretion. Teradata's policy changes will not result in a material reduction to the level of the services provided to Customer for supported products during the contracted support period (defined on a Service Order) for which fees for such support have been paid.

## Premier Support

Teradata offers maintenance and support for its Products under the Premier Support umbrella of services. Each Premier Support offer is specific to the type of Product (Equipment and Software) that is being maintained and supported. Certain Support may not be available for all Products. BAR and Hadoop software may be licensed from a third party or bear the copyright or logo of Teradata (“Teradata BAR Software”).

Teradata will provide a Support Card upon start of Support that includes details of how to contact Teradata, certain support processes and basic customer responsibilities for obtaining Support. The Support Card may be modified at any time.

## Premier Warehouse Support

### Hours of Coverage and Response Time Options

Option	Remote and On-Site Support Coverage	Response Times
24x7	24 hours a day, 7 days per week, for Severity 1 incidents; 9 standard business hours, 5 business days per week, (Customer's local time) excluding locally observed holidays for Severity 2, 3, and 4 incidents	<p><u>Remote Response:</u> 2 hours for Severity 1 and 2 incidents; Next Business Day for Severity 3 and 4 incidents</p> <p><u>On-Site Response:</u> 4 hours for Severity 1 and 2 incidents; Next Business Day for Severity 3 and 4 incidents</p>
9x5	9 standard business hours, 5 business days per week, (Customer's local time), excluding locally observed holidays for all incident Severities	<p><u>Remote Response:</u> 9 hours for Severity 1 and 2 incidents; Next Business Day for Severity 3 and 4 incidents</p> <p><u>On-Site Response:</u> Next Business Day for all Severity incidents</p>
24x7 Priority	7 days per week, 24 hours a day for all Severity 1 and 2 incidents; 7 days per week, 24 hours a day for Severity 3 Equipment incidents; 9 standard business hours, 5 business days per week, (Customer's local time), excluding locally observed holidays for Severity 3 Software and all Severity 4 incidents	<p><u>Remote Response:</u> 30 minutes for all Severity 1 and 2 incidents; 30 minutes for Severity 3 Equipment incidents; 2 hours for Severity 3 Software incidents; Next business day for all Severity 4 incidents</p> <p><u>On-Site Response:</u> 2 hours for all Severity 1 incidents; 4 hours for all Severity 2 and 3 incidents; Next Business Day for all Severity 4 incidents</p> <p>Not available on Data Domain BAR products.</p>

## Premier Appliance Support

### Hours of Coverage and Response Time Options

Option	Remote and On-Site Support Coverage	Response Times
24x7	24 hours a day, 7 days per week, for Severity 1 incidents; 9 standard business hours, 5 business days per week, (Customer's local time) excluding locally observed holidays for Severity 2, 3, and 4 incidents	<p><u>Remote Response:</u> 2 hours for Severity 1 and 2 incidents; Next Business Day for Severity 3 and 4 incidents</p> <p><u>On-Site Response:</u> 4 hours for Severity 1 and 2 incidents; Next Business Day for Severity 3 and 4 incidents</p>

9x5	9 standard business hours, 5 business days per week, (Customer's local time), excluding locally observed holidays for all incident Severities	<u>Remote Response</u> : 9 hours for Severity 1 and 2 incidents; Next Business Day for Severity 3 and 4 incidents  <u>On-Site Response</u> : Next Business Day for all Severity incidents
24x7 Priority	7 days per week, 24 hours a day for all Severity 1 and 2 incidents; 7 days per week, 24 hours a day for Severity 3 Equipment incidents; 9 standard business hours, 5 business days per week, (Customer's local time), excluding locally observed holidays for Severity 3 Software and all Severity 4 incidents	<u>Remote Response</u> : 30 minutes for all Severity 1 and 2 incidents; 30 minutes for Severity 3 Equipment incidents; 2 hours for Severity 3 Software incidents; Next business day for all Severity 4 incidents  <u>On-Site Response</u> : 2 hours for all Severity 1 incidents; 4 hours for all Severity 2 and 3 incidents; Next Business Day for all Severity 4 incidents  Not available on Data Domain BAR products.

## Premier Software Only Support

Only Problems originating from Teradata Software, Teradata Analytic Applications, Aster, or supported Hadoop software installed on Teradata or appropriate third party Hadoop vendor-certified Equipment are covered under Premier Software Only Support. Problems originating from any Equipment or coordination of vendors due to Equipment failures are specifically excluded. All Premier Software Only Support is "Remote Support." Support will be provided in English only for Teradata Virtual Machine Edition (TVME) or Teradata on VMWare products unless Customer has Critical System Management service. If Customer has Critical System Management service then Support will be in Customer's local language.

### Hours of Coverage and Response Times

Option	Remote Support Coverage	Response Times
24x7	24 hours a day, 7 days per week, for Severity 1 incidents; 9 standard business hours, 5 business days per week, (Customer's local time)*, excluding locally observed holidays for Severity 2, 3, and 4 incidents	<u>Remote Response</u> : 2 hours for Severity 1 and 2 incidents; Next Business Day for Severity 3 and 4 incidents
9x5 Not available for Hortonworks HDP SW Support	9 standard business hours, 5 business days per week, (Customer's local time)*, excluding locally observed holidays for all incident Severities	<u>Remote Response</u> : Next Business Day for all Severity incidents
24x7 Priority Not available for Analytic Application Products	7 days per week, 24 hours a day for Severity 1 and 2 incidents; 9 standard business hours, 5 business days per week, (Customer's local time)*, excluding locally observed holidays for Severity 3 and 4 incidents	<u>Remote Response</u> : 30 minutes for Severity 1 and 2 incidents; 2 hours for Severity 3 incidents; Next business day for Severity 4 incidents

\*Note: Remote Support Coverage for Teradata Analytic Application products Severity 2, 3, and 4 incidents

are Eastern Standard Time.

## Premier Kylo Support

Only Problems originating from the official software distribution provided from the Kylo.io site are covered under Premier Kylo Software Support. Problems originating from any Equipment or coordination of vendors due to Equipment failures are specifically excluded. All Premier Kylo Software Support is Remote Support. Support will be provided in English only.

Software eligible for Premier Kylo Software Support:

- Kylo (including support for Apache Nifi, if purchased, for use with Kylo as a bundle)

## Kylo Bundled Support for Apache NiFi

When used with Kylo software, Premier Kylo Software Support will also provide support services for Kylo compatible releases of Apache NiFi. Support for Apache NiFi must be purchased through Teradata along with Premier Kylo Software support.

### Hours of Coverage and Response Times

Option	Remote Support Coverage	Response Times
24x7	24 hours a day, 7 days per week, for Severity 1 incidents; 9 standard business hours, 5 business days per week, (Customer's local time), excluding locally observed holidays for Severity 2, 3, and 4 incidents	<u>Remote Response</u> : 2 hours for Severity 1 and 2 incidents; Next Business Day for Severity 3 and 4 incidents
9x5	9 standard business hours, 5 business days per week, (Customer's local time), excluding locally observed holidays for all incident Severities	<u>Remote Response</u> : 9 hours for Severities 1 and 2; Next Business Day for Severity 3 and 4 incidents
9x5 (Foundation) (non- Production and non-renewable)	9 standard business hours, 5 business days per week, (Customer's local time), excluding locally observed holidays for all incident Severities	<u>Remote Response</u> : Not applicable for Severities 1 and 2; Next Business Day for Severity 3 and 4 incidents

## Authorized Contacts for Software Support for Kylo

Customer shall designate contacts who will serve as primary contact between Customer and Teradata and who shall be the only persons authorized to interact with Teradata Customer Services for Kylo software support. The number of authorized contacts shall be set forth below based on the Support Option purchased.

Option	Number of Authorized Contacts
24x7	5
9x5	3
Foundation (9x5)	1



## Premier Cloud Support

Only Problems originating from a running Teradata Subscribed instance(s) are covered under Premier Cloud Support. Problems originating from Cloud provider, hardware or coordination of vendors due to hardware failures are specifically excluded. All Premier Cloud Support is "Remote Support." Support will be provided in English unless Customer has Critical System Management service. For Teradata to provide optimum Support Services it is required for the user to enable Service Management, configure Teradata's ServiceConnect, for remote connectivity, and generate a baseline of system assets – known as System Asset Baseline.

Premier Cloud Support is provided via the Teradata Service Portal [Teradata At Your Service \(TaYS\)](#) which provides user assistance via Community Forums, Knowledge Articles, and Incident Submission for all Severity Levels, initiating an incident via phone is only available for Severities 1 & 2.

### Hours of Coverage and Response Times

Option	Remote Support Coverage	Response Times
24x7	24 hours a day, 7 days per week, for Severity 1 incidents; 9 standard business hours, 5 business days per week, (Customer's local time), excluding locally observed holidays for Severity 2, 3, and 4 incidents	<u>Remote Response</u> : 2 hours for Severity 1 and 2 incidents; Next Business Day for Severity 3 and 4 incidents
24x7 Priority	7 days per week, 24 hours a day for Severity 1 and 2 incidents; 9 standard business hours, 5 business days per week, (Customer's local time), excluding locally observed holidays for Severity 3 and 4 incidents	<u>Remote Response</u> : 30 minutes for Severity 1 and 2 incidents; 2 hours for Severity 3 incidents; Next business day for Severity 4 incidents

## Authorized Contacts for Hortonworks HDP Support

Customer shall designate contacts who will serve as primary contact between Customer and Teradata and who shall be the only persons authorized to interact with Teradata Customer Services for support of Hortonworks Hadoop Software (HDP) Products. The number of authorized contacts shall be set forth below based on the total number of nodes with HDP Software installed and covered in a Support Order. Additional authorized contacts may be purchased as necessary.

Number of Nodes	Number of Authorized Contacts
1 – 40	3
41 – 200	5
201 – 500	7
501 and over	10

## Authorized Contacts for Software Solutions on Third Party Hardware

Customer shall designate contacts who will serve as primary contact between Customer and Teradata and who shall be the only persons authorized to interact with Teradata Customer Services for support of Software Products. Authorized contacts should have a job role as a DBA, System Administrator, IT, VMware Administrator or similar role.

## Developer Support / Application Development Advice for Hortonworks HDP

Teradata will provide remote advice and answers to a reasonable number of “How To” questions regarding Hortonworks HDP application design and development issues when Customer has Premier Support for their Hortonworks HDP software. All developer support/advice service requests must be submitted via Teradata At Your Service and will be classified as Severity 3 or 4 incidents. Problem resolution for developer support/advice incidents does not include actual software development. Teradata reserves the right to limit the number of incidents if Teradata determines Customer is not utilizing this service in good faith.

### Problems and Incidents

A Problem is defined as failure of a Product (hardware or software) to conform to its then current, customer level documentation. Generally, a Problem refers to a product not operating within its designed specifications. An incident is a request for service. Each incident must have a severity assigned to it.

### Incident Severities

**Severity 1:** Mission critical system is down, corrupted, or so severely degraded that it is unusable and requires immediate attention to return system to service.

**Severity 2:** System is up and operational, but Problem has a severe, on-going daily impact to business which requires immediate engagement and urgent resolution efforts.

**Severity 3:** Problem has a medium impact to business; resolution efforts can occur over the next several days.

**Severity 4:** Problem has low impact to operations; near term resolution is not required; additional research, information, or clarification on documentation is needed to address a question.

When an incident is designated Severity 1 or 2, Customer understands it will be necessary to provide Teradata with immediate, secure remote access to the affected Product. Customer understands that if access is delayed or not provided as requested by Teradata, problem resolution efforts will be impaired and may delay resolution of the Problem.

Customers with Internet access agree to report all Severity 3 and 4 incidents through Teradata At Your Service. Customer further agrees that Support requests classified as a “question” will be only be assigned a Severity 4. Customer will receive an electronic confirmation of all incidents created via Teradata At Your Service. Teradata will activate its Auto Incident Create diagnostic tool to create incidents based on certain alerts and thresholds.

Implementing a Field Retrofit Order (FRO) - see *Installation of Hardware Engineering Changes or Field Retrofit Orders (FROs)*, a resolution to a reported Problem, or other remedial maintenance will not alter the Problem Severity.

### Requesting Service

Teradata will provide Customer with User access to Teradata's service portal, Teradata At Your Service and where applicable, telephone information, for requesting Support if Customer is experiencing a Problem with supported Products and will activate its Automatic Incident Creation Diagnostic Tool. Customer may report Problems and request Support 24 hours a day, 7 days per week, however, Teradata will provide Support during the Hours of Coverage specified on the Order.

### Coverage Hours & Response Times

Hours of coverage must be the same for all Equipment and Software Products. The hours of coverage refer to the local time where Customer system is located except as noted in the Hours of Coverage and Response Time tables above. If Service cannot be completed within the hours of coverage on the day that the Service is requested, Service will resume during the next occurring hours of coverage period.

If Customer is not directly connected to a Teradata service representative one will call Customer back within the response time Customer is entitled to. When Customer reports an incident through the support portal, a service representative will respond to the inquiry and manage it to resolution.

Remote response time is measured during Customer contracted hours of remote coverage by the interval Customer's initial contact (via electronic receipt of incident or phone call) to Teradata and the first contact (via electronic receipt or phone call) with a Teradata representative.

On-site response time is measured during Customer contracted hours of on-site coverage as the interval between the dispatch of the service representative by the Teradata Service Center and his/her arrival at Customer site. Dispatch of a service representative is at Teradata's discretion.

## Hardware Services

### Hardware Support Lifecycle

For Teradata hardware platforms, Teradata will provide remedial maintenance services for six (6) years from its Platform Sales Discontinuation Date. Platform Support Discontinuation is the end of support date for a particular Teradata hardware platform. *Some government contracts require seven (7) years of support, from the purchase date of their system. Therefore, these governmental contracts will be honored and supported for seven (7) years after Platform Sales Discontinuation.* Teradata may, at its discretion, support Teradata hardware for longer periods after its Sales Discontinuation Date.

### Operating System

Teradata considers the operating system ("OS") to be a part of the hardware platform. Therefore, Teradata will install any Teradata certified OS patch or fix (including Microsoft or Linux) on any hardware platform (e.g. Database Nodes, TMS, SWS/AWS, stand-alone server) under a Teradata maintenance contract, not to exceed a quarterly calendar cadence.

Teradata will not install any non-Teradata certified OS patches or fixes on any hardware platform. If customer wants any non-Teradata certified OS software installed on any platform they must perform themselves. However, non-Teradata certified OS software and problems resulting from non-Teradata certified OS software are not covered under any maintenance contract. Any associated incidents resulting from the non-Teradata certified release will be considered out-of-scope and subject to Additional Service Rates.

Installation of non-mandatory Teradata certified OS fixes or patches will be performed during business hours (9x5) and follows the then current change control notification practice (currently 28 days notification). Any OS changes considered mandatory by Teradata are installed per the FRO policy (see: *Installation of Hardware Engineering Changes or Field Retrofit Orders (FROs)*) for the contracted level of service.

Major/minor OS upgrades or Service Pack (SP) changes require an additional Software Implementation (SWI) service or Business Critical/Critical System Management and will be performed during the customers Severity 1 hours of coverage.

OS conversions (e.g. Windows to Linux) are performed under a custom OS Conversion service.

Any OS updates required/performed as part of a database change by CS are included with the appropriate Software Implementation service as long as the OS is under Teradata maintenance and the change is not a minor/major OS upgrade or Service Pack upgrade. These changes are installed during the customers Severity 1 hours of coverage.

### Remedial Maintenance

Teradata will first attempt to fix the problem remotely before dispatching a service representative. When Teradata determines that a problem requires onsite assistance for repair, a service representative will be dispatched to provide on-site remedial maintenance. Remedial maintenance consists of those functions required to restore failed or malfunctioning equipment to an operational state, which is defined as

conformance to the manufacturer's then-current customer-level documentation. It does not constitute the return of the equipment to an "as was" condition.

### **Remote Hardware Diagnostics**

Teradata will use remote connectivity and service tools to diagnose problems prior to sending a Customer Service Representative on-site. Remote hardware diagnostics will be performed during the contracted hours of coverage only and determined by severity level.

### **On-Site Hardware Service**

On-site support is the provision of remedial Equipment maintenance that may require one or more visits to Customer facility or Product location, and may also include on-site Software maintenance. On-site service will be provided during contracted on-site hours of coverage.

### **Installation of Hardware Engineering Changes or Field Retrofit Orders (FROs)**

FROs are hardware safety modifications and other mandatory hardware changes typically resulting from new regulations or required product enhancements that address the performance, reliability or serviceability of Teradata equipment. Teradata will proactively inform Customer of any safety-related FROs.

Teradata will install FROs during local business hours. If Customer has elected 24x7 Priority or Business Critical, Teradata will install FROs at a mutually agreeable time on a 7 day per week 24 hours per day basis. Teradata determined mandatory OS changes are implemented as FRO's and follow FRO hours of coverage.

The implementation of an FRO includes developing a change control plan as well as the parts and labor to install the change. This service is included with hardware maintenance for a period of 6 months from the FRO Bulletin's release date. Teradata will also work with Customer to schedule the installation. Should Customer require Teradata to wait longer than 6 months to provide installation of an FRO, at Teradata's discretion, both parts and labor are chargeable at then-current rates.

### **Customer Replaceable Parts**

Teradata has designated or will designate from time to time certain parts (such as disk drives and power supplies) as Customer replaceable/repairable. Customer is responsible for replacing Parts designated as customer replaceable unless the Teradata Parts Replacement Service is ordered. If Teradata determines that Customer replaceable/repairable Equipment requires remedial maintenance, Customer agrees that it will perform such maintenance and that it will use only Teradata-provided parts, instructions, processes and documentation to return the Teradata system to a ready-to-run state. In the event that Teradata chooses to install parts that are currently or subsequently designated as Customer replaceable/repairable, Customer acknowledges and agrees that such service shall not constitute a waiver of any requirement that Customer perform such remedial maintenance.

If a Customer replaceable/repairable part fails, Teradata will ship such a part to Customer using overnight shipping with business day delivery in exchange for the failed part. 3 business days after the replacement part shipment, Teradata will dispatch its designated freight carrier to the Customer site to pick up the failed part. If the part is not returned to Teradata due to Customer neglect or refusal, Customer will be charged Teradata's then-current list price for the part.

Customer must identify in writing, and always make available, at least two employees who are familiar with the processes and procedures of parts replacement as instructed by Teradata.

### **Battery Replacement**

Only "2U" batteries are covered as part of any maintenance service.

### **Support for Solid State Drives (SSD)**

Teradata will provide support for 2.5" Solid State Disks for the longer of five years from installation or when

the Solid State Disks reach their endurance threshold limit.

## **Parts Management**

All replacement parts are stocked remotely and managed by Teradata. Teradata is responsible for all spare parts inventory management, shipping, tracking and reporting.

## **Parts Usage**

Teradata provides and installs (unless the Equipment has customer replaceable parts) replacement parts for all failed hardware components as part of maintenance. Parts are replaced on an exchange basis and all failed parts become property of Teradata unless Customer has purchased Drive Retention Service. Replacement parts become Customer property. Certain parts are excluded from service: 3U and older batteries, consumables, and storage media. Replacement of these parts is on a Time & Materials basis only. Customer must store the on-site parts, along with all original packaging materials, in a secure area to which Teradata personnel have unrestricted access. Failure to retain original packaging materials may result Customer being charged a restocking fee for the part(s) without such packaging.

## **Software Services**

### **Teradata Database Software Support Lifecycle**

See **Supported Software Releases** for **Software** release naming definitions.

#### **16.10 and Later Releases**

Teradata's Database Support Policy for Teradata Database 16.10 and later releases is to provide three (3) years of Maintenance & Support, from the Customer General Availability date of the minor or major release, until the End-of-Maintenance (EOM) date and a 2 year (at Teradata's discretion) Extended Maintenance period – referred to as a 3+1+1 support policy. During the Maintenance & Support period for Teradata Database products, Teradata will provide software problem resolution services, which include code level maintenance, and any activity that provides existing corrections or work-arounds to correct reported software problems for no less than 36 months from its General Customer Availability (GCA) date. Teradata may, at its discretion, support additional Teradata releases but will not provide fixes or patches for such versions.

Teradata is committed to providing crash dump analysis while a Teradata Database software release is within the Maintenance and Support period plus a period of three months past the End of Maintenance (EOM) date published by Teradata.

#### **Pre-16.00 Releases**

Teradata's Database Support Policy for pre-Teradata Database 16.00 releases is to provide three (3) years of Maintenance & Support, from the Customer General Availability date, until the End-of-Maintenance (EOM) date and a 2 year (at Teradata's discretion) Extended Maintenance period – referred to as a 3+1+1 support policy. During the Maintenance & Support period for Teradata Database products, Teradata will provide software problem resolution services, which include code level maintenance, and any activity that provides existing corrections or work-arounds to correct reported software problems for no less than 36 months from its General Customer Availability (GCA) date. Teradata may, at its discretion, support additional Teradata releases but will not provide fixes or patches for such versions.

Teradata is committed to providing crash dump analysis while a Teradata Database software release is within the Maintenance and Support period plus a period of three months past the End of Maintenance (EOM) date published by Teradata.

For any third party BAR Software, Teradata (i) will provide Customer with software problem resolution for the current and most recent prior maintenance release updates of the current major/minor software release upgrade, and (ii) may, at its discretion, support the final maintenance release update of the most recent prior major/minor software upgrades.

## **Extended Teradata Database Maintenance (EDM) Period**

During the EDM period, Teradata offers an Extended Teradata Database Maintenance (EDM) service that provides the development and distribution of critical patch/e-fixes for a limited time for Teradata Database and Teradata Tools & Utilities (TTU) software. At Teradata's discretion, the EDM period generally ends 2 years after the End-Of-Maintenance date. This is Teradata's standard 3+1+1 policy. At the end of the EDM period the system would default to the Support only period. Aster Database and Hadoop Software releases are not eligible for EDM service unless Teradata specifically makes EDM service available for a specific release.

Extended Database Maintenance Service includes:

- Incident call acceptance 24 hours per day, 7 days per week
- Code level maintenance for critical Severity 1, emergency / fixes (e-fixes) for new and existing problems through the Patch Server via Teradata At Your Service
- Ability create incidents for Problems through Teradata At Your Service
- Guidance with Customer migration plans to supported Teradata database releases
- Back porting only of critical patches and fixes if no acceptable workaround exists
- Remote service support methodology only, no on-site support provided
- Continuance of Customer's current hours of coverage

To be eligible for Extended Teradata Database Maintenance Services, Customer must meet the following criteria subject to Teradata acceptance:

Customer must have a stable Teradata data warehouse environment that is not experiencing growth in user load or subject to planned large-scale application changes. Extended Database Maintenance Services are not available if Customer is planning a new application deployment on a Teradata system. Customer must be on the latest Maintenance release of the major/minor release and be willing to upgrade to the latest e-fix in order to obtain the correction. An EDM contract cannot allow for any gap in support coverage. Any Customer requesting support that does not have an EDM agreement will need to initiate a new EDM agreement and pay for coverage in arrears from the date e-fix support ended. Teradata will not provide Time and Material service in lieu of an EDM contract.

Extended Database Maintenance Services does not include:

- Site specific release / non-general e-fixes
- Any Equipment Services
- Service Level Agreement (SLA) for code fix
- Certification of supported programs, new operating system releases or new applications
- Updated software certification lists for software past its normal lifecycle dates
- Software updates, general maintenance releases or functionality releases
- Resolution or restoral times – Commercially reasonable effort only
- Any other client or application software programs
- Extended Services after the end of the ordered period

## **Teradata Database Support Only Period**

The Support Only period provides: preventative service, problem reporting, incident creation, down system recovery, access to knowledge articles and workarounds – no maintenance or patches are provided and no crash dump analysis will be performed during the Support Only period. Customers with a Maintenance & Support contract are entitled to Support past the End-of-Maintenance date and as long



as the contract is renewed by Teradata and all fees are paid.

### **Teradata Aster and Hadoop Software Support Lifecycle**

Teradata's Aster Software Support Policy is to provide three (3) years of Maintenance & Support, from the Teradata Customer General Availability date, until the End-of-Maintenance date. Teradata's Hadoop Software Support Policy is to provide three (3) years of Maintenance & Support, from the Hadoop distribution vendor General Availability date, until the End-of-Maintenance date. During the Maintenance & Support period for Aster Database, Aster Execution Engine and Hadoop software products, Teradata will provide software problem resolution services, which include code level maintenance, and any activity that provides existing corrections or work-arounds to correct reported software problems for no less than 36 months from its availability date as determined above. Teradata may, at its discretion, support additional releases but will not provide fixes or patches for such versions.

### **Teradata Tools & Utilities Software Support Lifecycle**

For Teradata Tools & Utilities software, Teradata will provide software problem resolution services, which include code level maintenance, and any activity that provides existing corrections or work-arounds to correct reported software problems for no less than 36 months from its General Customer Availability (GCA) date.

### **Teradata Managed Application, UDA, Analytic Application, and Other Software Support Lifecycle**

For Teradata Managed Application, Analytic Application, and Unified Data Architecture (UDA) software, Teradata will provide software problem resolution services, which include code level maintenance, and any activity that provides existing corrections or work-arounds to correct reported software problems for the then current major/minor software release version. Current Managed Application and UDA Products in these categories include: Viewpoint, Data Mover, Unity, Ecosystem Manager, Listener, Workload Analytics, AppCenter, QueryGrid and Enterprise Presto software. Analytic Application Products include: TWM (Teradata Warehouse Miner), CIM (Customer Interaction Manager), RTIM (Real-Time Interaction Manager), TCIS (TD Channel Integration Services), DCM (Demand Chain Management), MDM (Master Data Management), TAS (Teradata Analytics for SAP), TDE (Teradata Decision Expert), and TVA (Teradata Value Analyzer).

### **Extended Application Maintenance (EAM)**

For a maximum of 2 years after the expiration of support for certain Analytic Application Products (currently DCM and CIM), Teradata may offer an Extended Application Maintenance service. Extended Application Maintenance service is available in 1 year increments. Extended Application Maintenance service includes:

- Incident call acceptance 24 hours per day, 7 days per week
- Code level maintenance for critical Severity 1 & 2 emergency fixes (e-fixes) for new and existing problems through the GSO (if possible)
- Ability to log calls for Problems through Teradata At Your Service
- Back porting only of critical e-fixes if no acceptable workaround exists (if possible)
- Remote service support methodology only, no on-site support provided
- Continuance of current level of coverage

To be eligible for Extended Application Maintenance Services, Customer must meet the following criteria:

- Customer must have a stable environment that is not experiencing growth in user load or subject to planned large-scale application changes. Customer must remain in a supported configuration according to the Supported Configuration Matrix for their current version.
- Customers must be on the latest Maintenance Release of the major/minor release and be willing to upgrade to the latest e-fix in order to obtain the correction; and
- An EAM contract cannot allow for any gap in support coverage. Customers are encouraged to move to an EAM contract as soon as e-fix support expires for their current software release.

Customers requesting support who do not have an EAM agreement will need to initiate a new EAM agreement and pay for coverage in arrears from the date e-fix support ended.

Extended Application Maintenance service does not include:

- Any Equipment Services
- Service Level Agreement (SLA) for e-fixes
- Certification of supported programs, new operating system releases or new applications
- Updated software certification lists for software past its normal lifecycle dates
- Software updates, general maintenance releases or functionality releases
- Resolution or restoral times – Commercially reasonable effort only
- Any other client or application software programs
- Extended Application Maintenance service after the end of the ordered period

## **Remote SW Assistance**

Teradata will provide remote support for non-discontinued and certified software products during Customer's contracted hours of coverage. Teradata will provide services to diagnose and resolve problems for supported operating system, Teradata Software, utilities and supported BAR products. Any on-site software service is provided at Teradata's discretion.

Software support generally consists of: 1) guidance in locating (via *Teradata at Your Service*) solutions to known Problems, information to resolve procedural Problems and answers to frequently asked questions, 2) recommendations to upgrade if solution is available in a later software release, 3) providing a temporary workaround procedure to circumvent a Problem until an e-fix/code-level change is provided.

Software maintenance includes providing an e-fix/code-level change that resolves the reported Problem or providing access to a software maintenance release.

Once remote support for a Severity 1 call begins, Teradata will continue to address the problem uninterrupted only during contracted hours of coverage.

## **Supported Software Releases**

Most Teradata software products are characterized by four different types of software releases. These releases are differentiated by release number X.Y.Z.n

- X number refers to a major software release upgrade
- Y number refers to a minor software release upgrade
- Z number refers to a maintenance release update
- n number refers to fixes or patches

"Service Pack" and "Hotfix" are the third party names for software fixes. Following Teradata standards, a "Service Pack" is a maintenance release (Z) and a "Hotfix" is a patch (n).

## **Access to Software Maintenance and Patch Releases**

All Platform Maintenance & Support service levels include access to any software maintenance, patch and fix releases. For most Products, Customer will have access to *Teradata at Your Service* to obtain Software patches, fixes, and maintenance release updates for some customer-installable Software, or (at Customer request) Teradata will provide a single media copy at no additional charge. For software patches and maintenance release updates that cannot be directly obtained, the necessary order information will be provided on *Teradata at Your Service*. Customer may replicate and/or apply the patches or maintenance release updates for each copy of the Software to which it pertains and for which Customer has paid the applicable fees and licenses.

## **Software Maintenance and Support Following Discontinuation**

Software code remedy maintenance will not be available on discontinued software. The availability of



support for discontinued products is not guaranteed and is dependent on the availability of knowledgeable technical specialists and other resources necessary to support the product.

### **Software Maintenance and Support for Altered Software**

Teradata provides software releases as generally commercially available (GCA) to all customers. Should Customer make changes to their designated software, the software will be referred to as "Altered." Teradata does not provide software releases at any level, X, Y, Z, or n, that is developed compatible with altered versions. Teradata does not warrant that new software will operate as Teradata states it will in conjunction with altered versions.

### **Customer Installable & Upgradeable Software**

For customer-installable Software, Teradata will provide remote installation assistance consisting of (i) guidance in locating (via *Teradata At Your Service*) solutions to known Problems, (ii) information to resolve procedural Problems, (iii) answers to frequently asked questions, or (iv) providing a solution that resolves the reported Problem. Without limitation, such Support does not include the following (which are considered out of scope: (1) remote installation, (2) step-by-step installation consultation, (3) testing of Customer installed patches and maintenance releases, or (4) recovery of the Product or system after a failed installation performed by Customer. Unless specifically stated, Analytic Application products are not customer installable or upgradeable. Customers are expected to engage Teradata Professional Services for this activity.

### **Software Subscription / Software Upgrade Licenses**

Through this service, Customer is entitled to receive major (X) and minor (Y) releases that are generally commercially available for licensed software. Teradata subscription or software upgrade license include Teradata database software, utilities, and mainframe tools that are covered under Customer's Maintenance & Support agreement and any paid license fees. Implementation of software is not included in Subscription or Software Upgrade Licenses.

### **Virus Protection Scanning Software**

Teradata does not provide a bundled solution for virus protection scanning software and Teradata does not provide consultation on configuration and software selection for any virus protection software.

Teradata is not responsible for viruses on Customer systems. If a virus is detected on a Customer's system hard drive(s), service to repair the system and quarantine the virus is out of the scope service of maintenance and support. While Teradata will use commercially reasonable efforts to assist upon request when a virus is detected on a Customer system, Teradata is not responsible for data loss relating to such a virus.

### **Third Party Operating System Software Certification**

Teradata's policy is to test and certify all OS patches to guard against any potential impacts that may result in system degradation or downtime. The testing cycle for an OS patch shall begin immediately upon delivery from the OS vendor.

Teradata completes patch certification as soon as feasible after receiving the OS patch from the vendor. Most patch certifications are completed in less than 35 days. Teradata uses its best efforts to complete the most time-consuming certifications (patches to sensitive areas in the code) in less than 50 days.

In an emergency fix situation, Teradata will make e-fixes available on Teradata Software Server (TSS) within days, with the expectation that the fix has not gone through the full certification process.

Teradata processes for notifying customers of new OS patches and posting the packages for download shall remain consistent with this policy. Teradata does not recommend that customers apply any OS patch to their Teradata system before it has been tested and certified by Teradata engineering.

## **Support for Third Party Software**

Support for third party software products is provided by the vendor unless Teradata has a specific arrangement with that vendor to provide support for the third party software. In cases where Teradata does not have a formal support relationship with the third party vendor Teradata does not perform any certification or testing of these software products. It is a customer responsibility to determine if the software is certified by the vendor for use in the environment they are deployed. Teradata will not assume any responsibility for installation, integration, maintenance or support of third-party products even if they have been certified to work with a Teradata product.

In most cases, Teradata will agree with the customer installation and use of third party software unless Teradata has previously identified a compatibility Problem. If Teradata identifies a third party product to be adversely impacting performance, compatibility or functionality, Teradata will recommend this product be immediately disabled or removed and to contact the third party vendor for support. If Customer is unable to comply with the Teradata recommendation, such refusal could negatively impact the level of support which Teradata provides and possibly nullify the Customers support agreement with Teradata. As Teradata learns of issues with third party products, Teradata documents such issues and makes them available for customer viewing via *Teradata At Your Service*. Any Problem diagnosis and/or resolution caused by third party products will be considered "out of scope" with respect to the Customers service agreement.

### **SAS Software**

SAS is responsible for the installation of server and client-based SAS software. Teradata is responsible for installation (and upgrade) of node resident SAS EP in accordance with the general rules and policies of the optional Teradata Software Implementation Service (SWI).

Upon completion of SAS EP installation, SAS is responsible for configuration, bring-up and tuning of the overall solution. Once operational, SAS EP product support is the responsibility of SAS.

## **Problem Resolution**

### **Hardware Problem Resolution**

Problem resolution for hardware is achieved when the equipment is returned to a ready-to-run state. Implementing a Field Retrofit Order (FRO), a resolution (Fix) to a reported Problem or other remedial maintenance will not alter the original Incident Severity.

If the problem resolution or an FRO requires the system to be inoperable, the problem resolution or FRO is governed by the original incident Severity or FRO classification.

Therefore, in certain situations, where the resolution to a Severity 2 or Severity 3 incident or an FRO implementation require system downtime Customer will experience system unavailability without having a Severity 1 incident. Those outages would only be worked only during business hours (or at an additional cost if requested to be performed out of hours).

### **Software Problem Resolution**

Software problem resolution consists of: 1) guidance in locating (via *Teradata at Your Service*) solutions to known Problems, information to resolve procedural Problems and answers to frequently asked questions, 2) recommendations to upgrade if solution is available in a later software release, 3) providing a temporary workaround procedure to circumvent a problem until an e-fix/ code-level change is provided, or 4) providing an e-fix/code-level change that resolves the reported Problem. E-fix/code-level changes will only be provided for supported releases of Database, Tools and Utilities/Client Software at Teradata's discretion.

Teradata software problem resolution does not include: (i) installation, (ii) step-by-step installation consultation, (iii) testing of Customer installed patches and maintenance releases, or (iv) recovery of the Product or system after a failed installation performed by Customer.

## Teradata Escalation & Notification Guidelines

Teradata support processes include escalation, notification and resolution guidelines. These triggers are invoked based upon the severity of the incident and impact to product performance. The guidelines are as follows:

	Severity 1	Severity 2	Severity 3	Severity 4
<b>Definition</b>	Mission critical system is down, corrupted, or so severely degraded that it is unusable and requires immediate attention to return system to service	System is up and operational, but problem has a severe, on-going daily impact to business which requires immediate engagement and urgent resolution efforts	Problem has medium impact to business; resolution efforts can occur over the next several days  (or Severity 1 Down Root Cause)	Problem has low impact to operations; additional research or information is needed
<b>Resources</b>	Immediate Levels 1-4 Engagement	Immediate Level 2(or3) Engagement	Level 1 & Level 2 w/in 2 days	Level 1 & Level 2 w/in 5 days
<b>Work Effort</b>	Around-the-Clock	Dedicated and Continuous Efforts	Managed Efforts during Center Hours (and aligned to customer work hours)	Practical Effort during Center Hours
<b>Customer Updates</b>	Hourly	Every 6 Hours or as Agreed	Daily or as Agreed	Every 5 Days or as Agreed
<b>Bridge Call</b>	Yes	No, or upon request with SSM	No	No
<b>Escalation to Level 3</b>	Immediate	No later than 12 Hours	No later than 3 Days	No later than 7 days
<b>Closed Loop Corrective Actions</b>	Yes (Critical System Management Only)	No	No	No

## **Communicating Status on Escalations**

All Severity 1 incidents are immediately escalated to the Shift Leader and any assigned Customer Service Representative(s), status of these problems will be provided to Customer hourly via a conference call bridge. For Severity 2 and Severity 3 incidents Customer can check the status by using Teradata at Your Service and selecting the appropriate View an Incident option that meets Customer needs. Customer can also request to automatically receive an email update notice for any incident.

## **Escalation for Outages Beyond Approved Change Control Plans**

For change controls that run beyond the scheduled outage on Production systems, Teradata will immediately declare a Severity 1 incident, and manage as such until full system operation is restored. Once the system is restored, Teradata will review the incident with Customer for the purpose of identifying ways to prevent a recurrence.

## **Critical Incident Management**

When Customer creates a Severity 1 incident, Teradata will immediately do everything possible to bring Customer system to an operational state. In order to address Severity1 incidents effectively, Teradata requires that Customer provide immediate, unrestricted access to the system and make the appropriate personnel on Customer staff available to assist in resolution. Otherwise, Teradata will reclassify the incident severity to a Severity 2 status.

Once a remote customer service representative begins support for a Severity1 call, they will continue to address the problem uninterrupted and will assist Teradata on-site support personnel if a dispatch is deemed necessary. At Teradata's discretion, a customer service representative may be interrupted and possibly reassigned if working on Severity 2 or Severity 3 incidents.

## **Incident Closure**

Upon providing a solution to an Incident, Teradata will request customer agreement that the incident be closed. In those situations where the customer is actively engaged with Teradata when the solution is provided and the customer concurs that the solution solves the Problem and/or answers the question, Teradata will close the incident.

If the customer is not directly engaged at the time the solution is provided (e.g. the customer is informed of the solution via Teradata At Your Service or an e-mail), Teradata will provide the customer the opportunity to agree to close the incident. If, after 30 days from the day Teradata requested closure agreement, the customer has not advised Teradata that the solution was not acceptable, Teradata will close the incident as "transferred to customer". These incidents will be visible in Teradata At Your Service as "Transferred to Customer" for a two year period.

Teradata will also close an incident in those situations where the customer has not provided the information required for Teradata to properly diagnose and resolve the problem. If, after a reasonable period of time (determined based on the Severity of the incident), Teradata does not receive the requested information, Teradata will close the incident as "cancelled by customer". Customers will be given 7 days to respond to a request for a Severity 3 incident and 14 days to respond to a request for a Severity 4 incident.

A solution to an incident is defined as follows:

Software incident:

- Consultation provided and resolved the issue and/or answered the question
- A viable workaround is available and is deemed a permanent fix
- Software fix is required and there is a GCA version available
- Request For Change is required

Hardware incident:

- The needed configuration change is completed

- The hardware repair/part replacement is completed/installed

### **Change Control Requests**

Teradata requires notification by Customer no less than 28 days prior to a change to develop a change control plan.

### **Support for Hot Standby Nodes**

Any Hot Standby Nodes are supported at the same level of service as the production nodes.

### **Support for Dual Systems**

Teradata Customer Services will support Teradata Dual Active Solutions as two single systems. Each system will have an individual site ID for support delivery and tracking purposes. Certain third party servers and software may not be supported by Teradata.

If one system is knocked out in a disaster situation the other system will automatically be moved to the higher of the two support levels until the second system is restored to an operational state as defined in the Hardware Services section above.

## **Customer Responsibilities**

Customers are responsible for meeting certain obligations to enable Teradata to provide service. If the obligations listed below are not met, Teradata may do the following:

- Charge T&M for additional, out of scope, or on-site work
- Reclassify the incident severity
- Not perform services

### **Diagnostic Tools**

Customer must allow Teradata to install and run Diagnostic Tools. These tools are designed to collect and store detailed support related system data to aid in problem resolution and change control and to detect faults and notify Teradata.

### **Site Preparation and Maintenance**

Customer is responsible for preparing (prior to the delivery of Products to be used or serviced), maintaining, and/or updating as necessary, Customer site in accordance with the Teradata and/or third party manufacturer specifications and for providing safe and adequate working conditions for Teradata's maintenance personnel including clean commercial power, appropriate utility service, local telephone extensions and modems, and connectivity for Diagnostic Tools.

### **Operations**

Customer is responsible for all operations related to systems including (i) obtaining appropriate training on their operations, (ii) assuring that all installations, upgrades, and corrections to a Problem have been performed in conformance to Teradata's specifications, (iii) providing back-up and restore systems, processes and services for restoration of the system upon a failure, (iv) restoring data, data connections and application software after Teradata performs services, (v) safeguarding all software data and removable storage at regularly scheduled intervals and prior to Teradata performing any services; (vi) any testing, (vii) promptly installing Teradata-supplied corrections to reported Problems, and (viii) addressing any system performance problems. Customer must operate the products in accordance with Teradata documentation. Customer shall not make, or have made, any corrections, repairs, or alterations to, or perform or have performed any maintenance on, the products except as performed or approved by Teradata. Customer is responsible for accessing Teradata at Your Service to check the status of change controls and incidents. Customers must 1) assign a reasonable number of trained personnel to act as support contacts to interface with Teradata's Customer Services group, 2) check Teradata At Your

Service for support and Product discontinuation notices and, 3) identify any target software and/or firmware patches and releases (other than those recommended by Teradata as part of a Problem resolution) to be installed.

### **Teradata At Your Service Administration**

Customer must identify in writing and always make available two employees to be the Teradata At Your Service primary and alternate Administrators. Administrators are responsible for approving the addition and removal of Teradata At Your Service Users associated with their company and for all Teradata At Your Service functions and viewing permissions associated with each of their company's Teradata At Your Service Users.

### **Initial Problem Resolution**

Customer must attempt to isolate and document Problems and use Teradata at Your Service to check for known corrections to a Problem, track incident statuses, to submit and update all Service incidents and to determine the availability of corrections to a Problem and new Software releases. Customer shall provide Teradata's technical support staff with commercially reasonable cooperation, assistance, and complete and accurate information relevant to the Problem to Teradata until problem resolution. Such Customer assistance may include logging into Customer's systems for diagnosis of problems, downloading and installation of software patches, retrieval and transfer of system logs/files, re-installation of existing product and participation in tests for fixes.

### **Remote Connectivity - ServiceConnect™ and ServiceLink™**

Teradata's standard remote connectivity solution is ServiceConnect. Unless otherwise stated, Customer must allow Teradata ServiceConnect remote connectivity between Customer's system and Teradata Support to enable remote support and other remote Services.

For some Products with Software Only Support, Customer may utilize Teradata ServiceLink remote connectivity between Customer's system and Teradata Support to enable remote support and other remote Services.

For support of some Products, with written Teradata approval and subject to additional fees, Customer may provide a token free, high-speed business-to-business virtual private network connection between Customer system and Teradata Support. A high-speed connection must have a minimum speed of 128 kilobytes per second and should not require an exclusive SSL tunneling connection. If token access is a security requirement for remote connectivity in Customer environment, Teradata will charge additional fees if required to manage the tokens for Customer.

For support of certain Hadoop software Products with Software Only Support running on non-Teradata hardware, Teradata ServiceConnect or Teradata ServiceLink remote connectivity are not required. At a minimum, Customer must allow WebEx or Secure Shell (SSH) type connections as requested by Teradata for support of these Products.

Customer must provide any login and passwords required to access the system remotely upon request from Teradata Support. Should Customer to refuse the installation or, at any time, not allow full utilization of a ServiceConnect, ServiceLink or a high-speed business-to-business connection, the price for delivering contracted services will be increased.

If Customer does not allow Teradata ServiceConnect or Teradata ServiceLink when required for support, Customer will be subject to an annual fee of 2% of Customers total net Product purchase price, including any subsequent Product purchases which are maintained by Teradata, or \$50,000 USD (whichever is greater) in addition to their annual Support fees.

If Teradata Vital Infrastructure (TVI) is not fully enabled, Customer is responsible for notifying Teradata of all faults and alerts within 24 hours using Teradata At Your Service and providing all event log information.

### **Product Moves, Adds, or Reinstatements**



Customer will notify Teradata in writing at least 30 days before Product is moved, added, or removed from Service, or if Customer wishes to change the Hours of Coverage. The notification must include the new location (with complete street address, city, state and zip/postal code, and new location number) and the effective date of the change. If Customer does not provide the required notice, Teradata retains the right to invoice Customer for Additional Services resulting from any delays caused by such (including, for example, Teradata's technician being dispatched to a wrong location).

For Products previously covered under a Maintenance & Support Order to be reinstated under a new Maintenance & Support Order, regardless of service level or options selected, all lapsed maintenance & support fees and any applicable re-certification fees must be paid in full prior to Products to be accepted for coverage. Equipment that has not been subject to Teradata warranty or that has not been maintained by Teradata for more than 90 days are subject to re-certification by Teradata for coverage under a Maintenance & Support Order.

## Exclusions

Out of scope maintenance & support services include, but are not limited to: (i) systems integration, (ii) services related to installation, de-installation, and movement of Product, (iii) electrical work external to Product, (iv) database and/or operating system implementation, population, and administration, (v) execution of data loading procedures, (vi) data archiving, (vii) data recovery, (viii) BAR system implementation, (ix) modifying the Software to meet security requirements and (x) for Premier Appliance Support Services, Equipment maintenance Customer has agreed to perform. Tapes and other consumables are not covered under maintenance.

Maintenance and support does not include resolution for Problems resulting from the following causes: Customer's or any third party's negligence, misuse, or abuse, including the failure to adhere to Teradata or Third Party BAR Product supplier's site preparation standards; failure to operate Products in accordance with Teradata's power, environmental, and other specifications or limitations agreed to by the Parties; failure to perform regular preventive maintenance activities (e.g., tape head cleaning); replaceable data media (such as tapes or solid state drives) being used in excess of its expected life; movement of Product by anyone other than Teradata or its representatives; improper use of or failure to use supplies meeting Teradata's or the manufacturer's specifications; software or modifications to Software (including security patches) that have not been approved or provided by Teradata; acts of third parties; third party products not under a maintenance agreement with Teradata; failure to comply with Third Party Product software licensing terms; fire, smoke or other hazards originating outside of Teradata-furnished Equipment; water; acts of God; power distribution failures (including use of hard-power down condition or emergency power off switch) that cause the specifications for Products not to be followed; damage ordinarily covered by insurance; alteration of Product and attachments not provided/approved by Teradata in writing or compatible with Teradata's standard interfaces; improper installations, implementation or operation of Product; failure to perform those actions prescribed by Teradata; implementation of non-Teradata supported products and configurations; conversions and migrations; updates and upgrades unless specifically indicated on an order; for Analytic Application Software, modifications or customizations by Teradata Professional Services; disabling the Fallback feature in certain Product configurations that require Fallback in order to be supported.

Teradata will only perform out of scope Services ("Additional Services") at the applicable out of scope services rate. Teradata will inform Customer if a Service is out of scope prior to commencing work. However, Teradata will not perform Services on Products when it reasonably believes that doing so represents a safety hazard.

## Optional Services

### **On-site Parts**

With On-Site Parts Service, Teradata Customer Support will analyze Customer's specific parts needs, develop a customized plan, and manage onsite spare parts inventory. Teradata will continually adjust the plan to allow for lifecycle parts management (e.g. FROs, parts requiring regular replacement – such as

disk drives, batteries, etc.). These on-site spares will be stocked at Customer location. Customer must store parts in a secure area and give Teradata personnel unrestricted access when requested. These parts will be in addition to Teradata's centralized stock of replacement parts. Failure to retain original packaging materials may result Customer being charged a restocking fee for the part(s) without such packaging. Teradata will periodically review the list of specific parts being stored at Customer's site. At Teradata's sole discretion, Teradata will determine whether to add or remove parts based on their criticality and need.

**Disk Drive Retention Service**

With Disk Drive Retention Service, any failed disk or solid state drive(s) (drive types will be specifically identified in the Maintenance & Support Order) will not be replaced on an exchange basis. Instead, upon replacement (by either Teradata or Customer) the replaced disk drive will become Customer property.

**Teradata Software Implementation Service (SWI)**

Teradata will provide personnel who will provide remote implementation of Teradata Database, Teradata Aster, Teradata Managed Application (e.g. Viewpoint), Operating System, and BAR software releases covered by the relevant Order and for which Customer has a valid license. Not all software products are eligible for Teradata SWI service (e.g. Teradata Analytic Applications, Hadoop). SWI does not include identifying a specific target software release to be implemented. The installation shall take place during the Remote and On-Site Hours of Coverage that apply to Severity 1 incidents. All such implementations shall follow Teradata's then-current change control management and implementation process and are subject to any remote connectivity requirements. At Teradata's discretion, any operating system, firmware updates or other software upgrades required to enable the implementation of a Database software change may be performed as part of the SWI service. Customer must provide Teradata at least 28 days advance notice of a change for Teradata to develop and approve the change control plan. Teradata SWI is not available for Public Cloud unless Teradata ServiceConnect remote connectivity solution has been implemented between Customer and Teradata.

The specific SWI annuity service options are identified below.

SWI Complete	All Teradata Database (except TVME & Public Cloud), Teradata Aster, Teradata Managed Application, and OS software major (X) and minor (Y) upgrades, and all maintenance (Z)/patch (n) releases and all necessary fixes (Efix)
SWI Maintenance	All Teradata Database, Teradata Aster, Teradata Managed Application software maintenance (Z)/patch (n) releases and all necessary fixes (Efix) only
BAR	All BAR software releases and fixes

**Hadoop Appliance Software Implementation (SWI)**

Teradata will provide personnel who will provide remote implementation of the "Teradata Appliance Hadoop Environment" to a Teradata certified release, Teradata Managed Application (e.g. Viewpoint), and Operating System software releases covered by the relevant Order and for which Customer has a valid license. Not all software products are eligible for Hadoop Appliance SWI service (e.g. Teradata Analytic Applications, Teradata Databases). Hadoop Appliance SWI does not include identifying a specific target software release to be implemented. The installation shall take place during the Remote and On-Site Hours of Coverage that apply to Severity 1 incidents. All such implementations shall follow Teradata's then-current change control management and implementation process and are subject to any remote connectivity requirements. At Teradata's discretion, any operating system, firmware updates or other software upgrades required to enable the implementation of a Hadoop software change may





be performed as part of the Hadoop Appliance SWI service. Customer must provide Teradata at least 28 days advance notice of a change for Teradata to develop and approve the change control plan. The specific Hadoop Appliance SWI annuity option is identified below.

Hadoop Appliance SWI	<p>Certified Teradata Hadoop Appliance software minor (Y) upgrades, and all maintenance (Z)/patch (n) releases and all necessary fixes (Efix). Limited to 6 per annual.</p> <p>Teradata Managed Application, and OS software major (X) and minor (Y) upgrades, and all maintenance (Z)/patch (n) releases and all necessary fixes (Efix)</p> <p>Excludes any Hadoop Majors (X), Security or Professional Services that may be required as part of an upgrade</p>
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### **Teradata Full Parts Replacement Service**

Teradata will be responsible for performing required remedial maintenance on all parts deemed Customer replaceable and replacing any necessary parts to return the Equipment to a ready to run state. This Service is performed according to the Severity 3 on-site response times as purchased with Premier Appliance Support.

### **Critical System Management**

Teradata will deliver the following Services as part of Critical System Management Service for a Customer system. This service is not available for Hadoop systems with Premier Software Only Support

### **State of Health Reporting**

On a bi-weekly basis, Teradata will remotely run and review a "System Health Check" to identify potential errors. On a monthly basis, Teradata will send a summary of the findings to Customer. "System Health Check" findings and recommendations will also be reviewed during "Operational" reviews described below. This Service does not apply to BAR, Hadoop Software or Aster Software Products.

### **Software Release Management**

Review new Teradata released maintenance release updates (Z) and fixes and patches (n) and recommend patches and releases that should be applied proactively to avoid possible failures on a quarterly basis.

For supported non-Teradata branded Software covered by an Order for Support, Teradata will review applicable security patches on a quarterly basis. Teradata will not make recommendations to customers for Microsoft Hotfixes or Service Packs until certified by Teradata Engineering.

### **Critical Patch Review**

On a weekly basis, for each release of a Teradata released Teradata database, Teradata Aster and/or Hadoop Software critical technical alert, Teradata will review the technical alert and any corresponding patch information to determine its applicability to Customer's environment. If Teradata determines that the patch should be applied to Customer's system, Teradata will notify Customer that the patch is available and provide a recommendation as to when it should be installed.

### **Support Performance Reporting**

Teradata will make available to Customer, on a monthly basis via Teradata At Your Service, a service performance report that identifies the response and resolution time for each incident submitted to a Teradata Service Center. The reports will provide statistics for all Teradata incidents opened and closed during the reporting period, including the number of incidents open at the start of the reporting period,

the number opened during the reporting period, the number closed during the reporting period, and the number still open at the end of the reporting period. Additionally, a summary disposition will be provided for each incident closed during the reporting period, including the severity status of the call, average Problem resolution times, and the percentage of incident calls closed within the guidelines. Additional statistics will be included at Teradata's discretion. If Customer does not have access to Teradata At Your Service, a service performance report will be provided quarterly.

### **Customer Support Plan**

Teradata will document the detailed support processes through which on-going Support will be delivered to Customer including both Customer's and Teradata's roles and responsibilities in those processes. The support plan will be reviewed with Customer annually and updated as necessary by Teradata.

### **Support Reviews**

For each contract year, Teradata will provide Customer the following Support Reviews: one "Operational" review per quarter and one "Executive" review per year. "Operational" reviews will, at a minimum, cover current Support performance, review summary results from any "System Health Checks", review critical technical alerts, and discuss potential future changes to Customers environment. The "Executive" review will, at a minimum, include a review of service performance statistics. The specific agenda, discussion points and the identity of participants from both Teradata and Customer will be as mutually agreed upon. These reviews will be conducted remotely, via telephone unless an On-Site meeting is mutually agreeable.

### **Availability Management Reporting**

Teradata will make available to Customer, on a monthly basis, via Teradata At Your Service, a system availability report that documents the Teradata database system's planned and unplanned availability and includes statistics for system maintenance, change control, customer induced activities, and unplanned down time affecting availability. If Customer does not have access to Teradata At Your Service, an availability management report will be provided quarterly. Downtime, for the purposes of availability reporting, will commence when Teradata is informed by Customer either verbally or through automated tools that their System is down and will continue until the Teradata login is restored so that the Customer may begin the necessary steps to again use the system. The system availability report does not include time for data restoration and/or validation. Availability reporting is not included when customer elects Monday through Friday, 8 a.m. to 5 p.m. on-site support Hours of Coverage. This report excludes BAR, Hadoop and Aster Product(s). Not available for systems with Premier Software Only or Cloud Support.

### **Assigned Service Management**

Teradata will identify technical resources that will be specifically assigned to provide Critical System Management Services to Customer ("Services Support Manager"). The Customer Support Plan will identify the individual by name, identify the specific roles and accountability in delivering Critical System Management Services, and provide direct contact information. For each Severity 1 Problem, a Customer Support Representative will conduct a "post mortem" analysis that includes a closed loop corrective action plan. Teradata will also inform Customer of any changes in Product support policy permitted by and in accordance with this document, any Order, or the Agreement.

### **Change Control Management**

With Customer's assistance, Teradata will develop and document a written change control plan, following Teradata's then-current implementation management and processes outlining the implementation plan, test plan, back-out and recovery plan, and the responsibilities of both Customer and Teradata in implementing FROs and Teradata-installed Database, Aster, Hadoop and Operating System Software releases consisting of fixes and patches (n), maintenance release updates (Z), minor release updates (Y) and major release updates (X). During such implementations, Teradata will provide Remote Support (or On-Site Support, at Teradata's discretion) throughout the implementation of the change control plan. This Service does not apply to BAR Software Products or IntelliCloud systems. This

service only applies to maintenance and patch/fix releases for Premier Cloud Support systems and Teradata on VMWare (Private Cloud) products. For Hadoop Software, Teradata will perform up to 6 (six) per annual Change Control services as described above for minor, maintenance, and patch/fix releases only. All Change Control development is subject to the 28 day notification requirement. Excludes any Hadoop major release updates (X), Security or Professional Services that may be required as part of an upgrade. Certain Hadoop software components are excluded from this service.

### **Installation of Software**

Remote installation will be provided by Teradata for all supported releases of Teradata and Teradata Aster Database, Hadoop Software, Operating System, and Teradata Managed Application (e.g. Viewpoint) Software during the Remote and On-Site Support "Hours of Coverage" that apply to Severity 1 incidents. Teradata may, at its sole discretion, perform such installations On-Site. On-Site installation of all releases by Teradata outside Customer's Severity 1 Remote or On-Site Support Hours of Coverage, or when installed On-Site at Customer's request when the change is remotely installable, is out of scope. This Service does not apply to BAR Software Products, major release updates (X) of Hadoop Software, or IntelliCloud systems and only applies to maintenance releases and patches/fixes for Premier Cloud Support systems and Teradata on VMWare (Private Cloud) products. This service includes no more than six (6) Hadoop software upgrades or updates per covered system per calendar year. Certain Hadoop software components are excluded from this service.

### **Hadoop Hardware Plus**

Teradata will deliver the following Services as part of Hadoop Hardware Plus service for a Customer system:

#### **State of Health Reporting**

On a bi-weekly basis, Teradata will remotely run and review a "System Health Check" to identify potential errors. On a monthly basis, Teradata will send a summary of the findings to Customer. "System Health Check" findings and recommendations will also be reviewed during "Operational" reviews described below.

#### **Support Performance Reporting**

Teradata will make available to Customer, on a monthly basis via Teradata At Your Service, a service performance report that identifies the response and resolution time for each incident submitted to a Teradata Service Center. The reports will provide statistics for all incidents opened and closed during the reporting period, including the number of incidents open at the start of the reporting period, the number opened during the reporting period, the number closed during the reporting period, and the number still open at the end of the reporting period. Additionally, a summary disposition will be provided for each incident closed during the reporting period, including the severity status of the call, average Problem resolution times, and the percentage of incident calls closed within the guidelines. Additional statistics will be included at Teradata's discretion. If Customer does not have access to Teradata At Your Service, a service performance report will be provided quarterly.

#### **Customer Support Plan**

Teradata will document the detailed support processes through which on-going Support will be delivered to Customer including both Customer's and Teradata's roles and responsibilities in those processes. The support plan will be reviewed with Customer annually and updated as necessary by Teradata.

#### **Support Reviews**

For each contract year, Teradata will provide Customer the following Support Reviews: one "Operational" review per quarter and one "Executive" review per year. "Operational" reviews will, at a minimum, cover current Support performance, review summary results from any "System Health Checks", review critical technical alerts, and discuss potential future changes to Customers environment. The

“Executive” review will, at a minimum, include a review of service performance statistics. The specific agenda, discussion points and the identity of participants from both Teradata and Customer will be as mutually agreed upon. These reviews will be conducted remotely, via telephone unless an On-Site meeting is mutually agreeable.

### **Assigned Service Management**

Teradata will identify technical resources that will be specifically assigned to provide Hadoop Hardware Plus Services to Customer (“Services Support Manager”). The Customer Support Plan will identify the individual by name, identify the specific roles and accountability in delivering Hadoop Hardware Plus Services, and provide direct contact information. For each Severity 1 Problem, a Customer Support Representative will conduct a “post mortem” analysis that includes a closed loop corrective action plan. Teradata will also inform Customer of any changes in Product support policy permitted by and in accordance with this document, any Order, or the Agreement.

### **Technical Alert Reviews**

On a weekly basis, for each release of a non-hadoop software and/or Teradata Managed Application Software critical technical alert, Teradata will review the technical alert and any corresponding patch information to determine its applicability to Customer’s environment. If Teradata determines that the patch should be applied to Customer’s system, Teradata will notify Customer that the patch is available and provide a recommendation as to when it should be installed.

### **Change Control Management**

With Customer’s assistance, Teradata will develop and document a written change control plan, following Teradata’s then-current implementation management and processes outlining the implementation plan, test plan, back-out and recovery plan, and the responsibilities of both Customer and Teradata in implementing FROs, Teradata-installed Operating System Software and Teradata Managed Application Software releases consisting of fixes and patches (n), maintenance release updates (Z), and minor release updates (Y). During such implementations, Teradata will provide Remote Support (or On-Site Support, at Teradata’s discretion) throughout the implementation of the change control plan. This Service does not apply to BAR Software Products and only applies to maintenance releases and fixes for Cloud Support systems. Change Control development is subject to the 28 day notification requirement.

### **Installation of Software**

Remote installation will be provided by Teradata for all supported releases of Operating System, and Teradata Managed Application (e.g. Viewpoint) Software during the Remote and On-Site Support “Hours of Coverage” that apply to Severity 1 incidents. Teradata may, at its sole discretion, perform such installations On-Site. On-Site installation of all releases by Teradata outside Customer’s Severity 1 Remote or On-Site Support Hours of Coverage, or when installed On-Site at Customer’s request when the change is remotely installable, is out of scope.