

# Teradata Product Support Policies

## Discontinued Service Offers

As of 01/10/2020

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## Overview

Unless otherwise stated, Teradata Product Support Policies apply to maintenance and support for Teradata, Aster Data, and Hadoop Software, and Teradata equipment (hardware). The service offers listed below have been discontinued and are no longer available for sale or contract renewal. Please contact your Teradata Representative if you have questions or need assistance.

## Discontinued Service Offers

### Teradata Software Implementation (SWI) Service

*Discontinued as of September 30, 2019*

Teradata will provide personnel who will provide remote implementation of Teradata Database, Teradata Aster, Teradata Managed Application (e.g. Viewpoint), OS, 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 OS, 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 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

## **Critical System Management**

*Discontinued as of September 30, 2019*

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.

### **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 27 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.

### **Premier Kylo Support**

*Discontinued as of September 30, 2019*

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