

**Teradata Product Support Policies
Revision History**

Revision	Date	Section	Synopsis
18		Table of Contents Installation of Hardware Engineering Changes or Field Retrofit Orders (FROs)	Structure updated to align with new webpage format Clarified that 24x7 installation service is available for Customers with 24x7 Priority or Business Critical entitlement
17	11/1/19	Premier Kylo Support Teradata Aster and Hadoop Software Support Lifecycle Remote Connectivity - ServiceConnect™ and ServiceLink™ Teradata Software Implementation Service (SWI) BAR Software Implementation Service (SWI) Critical System Management Teradata Success Services	Offer discontinued as of September 30, 2019 Additional verbiage added to clarify timeline and scope of Hadoop Support-Only service for expired Hadoop versions Verbiage added to clarify Teradata’s policy on remote connectivity requirements for Optional Services (i.e. Teradata Success Services & Vantage Limited Upgrade) Offer discontinued as of September 30, 2019 Moved BAR content from Teradata SWI section into a new section specific to BAR SWI Offer discontinued as of September 30, 2019 Added verbiage reiterating remote connectivity requirements / Noted exceptions where BAR service is provided if covered under the Essential “Customer-Level” program
16	7/1/19	Teradata Database Software Support Lifecycle Vantage Limited Upgrade Teradata Essential Teradata Viewpoint Setup and Review	Clarified Teradata’s continuous lifecycle policy for full support, Extended Database Maintenance (EDM) and Support Only New Service Offer now globally available Introduced new Essential “Customer-Level” option Additional verbiage added to clarify the scope of this service deliverable
15	4/19/19	Monitoring and Diagnostic Tools Teradata Success Services: Optimize Revision History	Clarified requirements related to Monitoring and Diagnostic Tools/Agents Added coverage windows for Teradata Success Services: Optimize Removed partial “Revision History” table
14	3/13/19	Teradata Database Software Support Lifecycle	Update Extended Database Maintenance (EDM) policy – policy remains 3+2 but no longer called 3+1+1 – all years during the EDM period chargeable

13	1/8/19	Teradata Success Services	<p>Introduction of new Teradata Success Services Changed: "Teradata At Your Service" to Teradata Access Updated: Monitoring and Diagnostic Tools section with Teradata Success Services requirements</p> <p>Consolidated Premier Appliance & Premier Warehouse into a single Premier Support offering</p> <p>Update Extended Database Maintenance (EDM) policy – policy remains 3+2 but no longer called 3+1+1 – all years during the EDM period chargeable</p> <p>Removed limit on Major / Minor upgrades for TD on VMware. Software Implementation and Critical System Management includes all Teradata Database releases</p>
12	10/30/18	Hardware Services Software Services	Note: Certain Teradata Software Products contain a virtualized OS that is considered part of Teradata Software (e.g. TDVM) and not the hardware platform.
11	10/30/18	Premier Cloud Support	Added: At a minimum, Customer must allow WebEx or Secure Shell (SSH) type connections as requested by Teradata for support.
10	6/5/18	Premier Warehouse & Appliance Support Premier Kylo Support Exclusions Cover page	<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 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>
9	1/15/18	Overview Premier ThinkBig Support Coverage Hours and Response Times Hardware Services Database Support Lifecycle Extended Teradata Database Maintenance (EDM) Period Critical System Management	<p>Added Teradata's follow-the-sun support model</p> <p>Changed: to Premier Kylo Support, coverage and response times; Removed: Enterprise, Standard names & references to ThinkBig</p> <p>Removed: "customer" prior to service representative on 2nd 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>

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>
7	7/20/17	<p>Database Support Lifecycle</p> <p>Database Support Only Period</p> <p>Remote Connectivity</p> <p>Premier SW Only & Premier Cloud Support</p>	<p>Added "crash dump analysis performed"</p> <p>Added "no crash dump analysis performed"</p> <p>Clarified ServiceConnect, ServiceLink and other connectivity methods</p> <p>Clarified all support is in English "unless Customer has Critical System Management service"</p>
6	4/17/17	<p>Overview</p> <p>Premier Support</p> <p>Premier SW Only Support</p> <p>Premier ThinkBig SW Support</p> <p>Coverage Hrs & Response</p> <p>Software Services</p> <p>Access to Software Maintenance & Patches</p> <p>Customer Installable & Upgradeable Software</p> <p>Software Subscription</p> <p>Problem Resolution</p> <p>Exclusions</p> <p>Critical System Management</p>	<p>Clarified subscription-based software licenses</p> <p>Replaced Teradata holidays with local observed holidays</p> <p>Added Analytic Application coverages</p> <p>Added 9x5 Foundation option; deleted HDF from Expert Services</p> <p>Added "except as noted above" to refer to Analytic Application coverages</p> <p>Added non-site specific code level maintenance for Teradata Database XX.00, XX.10, XX.50 and XX.60 releases; added Analytic Application support lifecycle; added extended application maintenance (EAM)</p> <p>Added "for most products" have access to Teradata At Your Service</p> <p>Deleted "covered by an order for support" to accommodate subscription-based licenses; added Analytic Applications are not customer installable</p> <p>Added Software Upgrade Licenses</p> <p>Replaced Software Enhancements section with Incident Closure</p> <p>Added "For Analytic Application Software, modifications or customizations by Teradata Professional Services"</p> <p>Clarified deliverable differences for IntelliCloud, Public, and Private Cloud systems</p>
5	1/17/17	<p>Software Services</p> <p>Premier Support</p>	<p>Clarified lifecycle support policy for TD 16.00 and later releases</p> <p>Added Premier ThinkBig Software Support</p>
4	10/18/16	<p>Various</p> <p>Premier SW Only</p> <p>Premier Cloud Support</p> <p>Software Services</p>	<p>Deleted "production" from Severity 1 incident definition</p> <p>All support for TVME is English only</p> <p>All support is in English; Clarified Sev1 & 2 are phone only; added 24x7 Priority Option</p> <p>New lifecycle support policy for TD 16.00 and later releases</p>

		<p>Software Implementation Critical System Management</p> <p>Hadoop Hardware Plus</p>	<p>Clarified Aster Execution Engine support lifecycle New UDA software support lifecycle Added SAS software support Deleted TVME and Public Cloud as part of SWI Complete Clarified CSM includes SHC for Premier SW Only or Cloud Support systems Clarified CSM includes only remote SW installation of maintenance and patch/fix releases for TVME, public & private cloud systems Added Tech Alerts and SWI for non-Hadoop and OS software</p>
3	7/15/16	<p>Software Services</p> <p>Problem Resolution Hardware Services SWI & CSM CSM</p>	<p>Added TTU, TMS Applications SW Support lifecycle Separated Teradata Aster & Hadoop SW Support Lifecycle Clarified Escalation & Notification Guidelines Added FRO references Clarified products included in SWI Clarified Availability reporting only for Teradata Database</p>
2	4/1/16	<p>Cloud Support Critical System Management & Hadoop Hardware Plus</p>	<p>New section/updated CSM Changed "Assigned Customer Support Representative" to "Assigned Service Management"</p>
1	1/15/16	All	New