



Service Description

Introduction:

The Exasol Integrated Professional Services team looks forward to working with you. Detailed below is the description of the Exasol Support Levels and Supplementary Services, which is meant to provide a framework for an effective and productive relationship with our customers.

Upon execution of a support contract for one of the Support Levels listed below, the Customer shall gain access to:

- Technical Support via Support Webform, Email or Phone
- Software download area
- Knowledge Base

1. Support

Exasol offers different levels of support, see Section 1.1 for a brief overview. In Section 1.2 the support levels are briefly described. In addition to this, Exasol also offers Supplementary Services, which are described in Section 1.3.

1.1. Overview of Support Levels

Based on the booked Support Level, the Customer is entitled to get the following services:

Support Level	Silver	Gold	Platinum
Access to Technical Support	✓	✓	✓
Knowledge Base	✓	✓	✓
Maintenance	✓	✓	✓
Root Cause Identification	✓	✓	✓
Incident Support 24/7		✓	✓
Monitoring			✓
Yearly System Check			✓
Operating Your System			✓
Deep Onboarding Project			✓
Service Delivery Manager			✓

1.2. Short Description of Support Services

Access to Technical Support	<p>The following methods are available for contacting Exasol Technical Support:</p> <ul style="list-style-type: none"> - Email: By sending an email to service@exasol.com and describing the issue. - Online: Using the Support Webform to create new cases. - Phone: Speaking to a member of the Support team by calling: <ul style="list-style-type: none"> • Toll America: +1 415 363-5510 • Toll Europe/Rest of the World: +49 911 2399-110 <p>- NOTE: Incidents are to be raised only via the Support Webform. All communications related to the case will be carried out through email.</p>
Exasol Knowledge Base and technical Documentation	- Access to the Knowledge Base and Documentation can be found online.
Maintenance (cf. Section 4)	<ul style="list-style-type: none"> - Access to current software versions - Rectification of Software Errors by providing software that modifies or supplements the designated software during contractually agreed business hours. (cf. Section 1.4)



Root Cause Identification	- A support employee will spend 30 minutes with the Customer to try to identify the root cause of a problem.
Incident Support 24/7 (cf. Section 5)	- Disruption rectification via remote support.
Monitoring (cf. Section 6)	- Software-based status and event monitoring. - Automated reporting system including a multi-level escalation strategy.
Extended System Check	- A yearly service to check if the Customer's system is up-to-date and configured according to best practices.
Operating Your System	- Planning and installation of clusters. - Daily tasks such as: Cluster Administration, User Management, Backup Management, Patch Management. - Analysing cluster statistics (no user data) to understand and report back to the Customer as well as providing best practices on how to deal with those. - Get top-level reaction and processing times for "Critical" cases.
Deep Onboarding Project	- Helping the Customer in identifying the best platform suitable for his setup. - Doing a sizing to match the Customer's requirements as well as to cope with the future growth. - Workshops to identify and address on demand technical business cases such as loading data into Exasol, connecting to own monitoring platforms, connecting to S3 buckets etc. - On-site or remote instructor-led training that cover the Customer's requirements. These can be either from Exasol's portfolio (see Exacademy) or customized.
Service Delivery Manager	- A dedicated Service Delivery Manager at the Customer's side, who is a key contact and supports the Customer with its daily challenges (such as Capacity Management, Change Management). - Onboarding Assistance - Escalation Manager

1.3. Short Description of Supplementary Services

Cluster Setup Service (cf. Section 7.1)	- Sizing, planning, installation, and configuration of an Exasol Cluster. - Delivery of access data and introduction to the important functions.
Cluster Administration Service (cf. Section 7.2)	- Assumption of operation-supporting tasks for regular maintenance of the system.
Professional Services (cf. Section 7.3)	- Consulting services delivered in accordance with the subject matter are booked on a daily basis. This service includes areas such as data model architecture, performance tuning, ETL (extract, transform, load)/ELT (extract, load, transform) processes, database migration, network and cluster architecture, up-/down-/out-scaling or disaster recovery (DR) concepts.
Performance Service (cf. Section 7.4)	- Analysis of the Customer's system statistics by an Exasol specialist and performance consulting. - Bookable as "Performance Reporting", "Performance Basic" and "Performance Premium"
Training (cf. Section 7.5)	- Team Training: Instructor led training. - Individual Training: Instructor led training. - Online Training: Trainings available in the Exacademy portal.
ExaCloud Hosting Service (cf. Section 8)	- Fully managed platform hosted on Exasol infrastructure at an EU, UK, Switzerland or USA-based data center.
ExaCloud Support	- Only included in combination with an ExaCloud license. - Includes: Support Level "Gold", Cluster Setup Service, Cluster Administration Service and Monitoring.
Appliance Hardware Support (cf. Section 9)	- An Exasol Appliance is a preconfigured system consisting of the Exasol Software pre-installed on the Appliance hardware purchased from Exasol. Hardware repair or replacement by subcontractor/hardware manufacturer Dell according to the selected Dell Support Level.



Exasol retains the sole and exclusive right to determine whether to provide out-of-scope services. "Out-of-Scope Services" means (a) any of the foregoing services set forth in Section 1.3, and any other services that Customer and Exasol may from time to time agree in writing and which are not included in the Support Services; and (b) any services requested by Customer and performed by Exasol in connection with any apparent error that Customer and Exasol agree in writing has been caused by Customer.

1.4. Business Hours

As contractually agreed, the business hours specified in the quote shall apply. Standard business hours are:

- For Europe/Berlin (CET): Monday to Friday 08:00-18:00 but not on public holidays observed at Nuremberg. In the period from 24.12. to 31.12. the times shall be Monday to Friday 09:00-12:00 (Europe/Berlin – CET).
- For USA (Atlanta – EST/): Monday to Friday 08:00-18:00 (Atlanta – EST/), but not on national US holidays.

2. Exasol Support

2.1 Case Creation

The following case types can be opened during case creation:

2.1.1 Question

You can open cases of type "Question" if you have questions about the Exasol product or its use. All Cases created via email will be treated as case type "Question". This case type **is not** subject to the SLAs.

2.1.2 Service Request

With the help of type "Service Request", you can request the services you have booked, access consulting contingents and make changes to your contacts. This case type **is not** subject to the SLAs.

2.1.3 Incident

With this case type you can report operational disruptions. This case type **is** subject to the SLAs. Incidents can **only** be raised via Support Webform. The Exasol Technical Support is available 24/7 by phone. The customer is obliged to qualify the case (cf. Section 2.2, 2.3).

2.2 Case Priorities

2.2.1

Upon receipt of a Case of type "Incident", Exasol will assign the applicable priority based on selected Impact and Urgency delivered via the Support Webform. Cases raised via email are automatically set to Case type "Question" (cf. Section 2.1.1)

Impact:

A measure of the effect of an incident, problem, or change on business processes.

Possible values: System wide, Multiple Users, Single User.

Urgency:

A measure of the time for an incident to significantly impact your business.

Possible values: High, Medium, Low.

2.2.2

There is no Software Error or Incident if the problem is due to the unauthorized installation of software in the cluster. If unauthorized third-party software that has been installed on the Exasol cluster causes a Software Error or Incident, the rectification is not covered by "Maintenance" or "Incident Support 24/7".

2.3 Case Qualification

2.3.1

A Case must be raised by the Customer via one of the three access methods. If the Notification is made by phone, the Customer is obliged to subsequently create a case via the Support Webform.

2.3.2

Incidents must be reported via the Support Webform. Outside the contracted business hours (see Section 1.4), the notification must additionally be made by phone. If Exasol receives an automated "Incident Notification" (via monitoring), a Case from the Customer is not required.

2.3.3

The qualification of a case of type "Incident" is achieved if the following criteria are fulfilled:

- A **Case** has been created



- The Case **description** clearly depicts the issue and, if applicable, which activity led to the occurrence of the issue
- The case contains the following information:
 - Time and date of the issue occurrence
 - Affected database
 - Affected cluster
 - Session ID affected (if applicable)
 - Service Tag (if Issue Type "Incident")
 - Error message (if applicable)
 - Impact and Urgency was selected

If Exasol does not have access to the system, log files are required. If performance problems occur, database statistics are required.

2.4 Case Classification

Exasol will perform a Root Cause Identification (RCI) to classify the Case. The classification may result in one of the following categories:

2.4.1 Software Error

A "Software Error" is assumed if the Exasol Software does not have the functionality specified in the documentation or which was contractually agreed upon. Rectification of such is covered by Maintenance (cf. Section 4).

2.4.2 Incident

An "Incident" is an event that is a deviation from the standard operation of the system, and which leads to an interruption or disruption of such standard operation (e.g., a database instance does not accept connections, a backup cannot be created, or one or more hardware components are defective). Rectification of Incidents is covered by "Incident Support 24/7" (cf. Section 5).

2.5 Implementation of workaround or solution

2.5.1 If necessary, Exasol shall agree to the next steps with the Customer and shall begin to develop a solution. To avoid downtimes or usage impairment, a temporary solution ("Workaround") may be proposed to the Customer. If the Customer accepts the proposed Workaround (e.g., update to a current software version, execution of certain database commands, etc.), the Case priority shall be adjusted accordingly.

2.5.2 The Customer can only refuse to accept a Workaround for an important reason. Such an important reason exists, if a solution cannot be implemented or if such is associated with a disproportionate effort. Final rectification can be done within the scope of one of the next releases.

2.5.3 If, within the scope of Root Cause Identification or the development of a solution, measures are necessary that are not within Exasol's area of responsibility, such as the provision of relevant additional information for a Qualified Case (e.g., log files), hardware servicing or restoration of backups, etc., and if Exasol is unable to continue processing due to these measures, the time required to carry out these measures shall not be counted in the times defined above.

2.5.4 The parties may, on a case-by-case basis, agree in writing to a reasonable extension of the solution times.

3. Service Level Agreement (SLA)

All SLAs defined here apply exclusively to cases of type "Incident" (cf. Section [2.1.3](#))

3.1 Reaction Time

Reaction Time is defined as the time span between case creation by the customer via the support web form and confirmation by Exasol to the customer. Depending on the booked support level and case priority the following response times are defined.

Response times are delivered during contracted business hours (see Section 1.4), except for those marked "24/7".

Case priority	Silver	Gold	Platinum
Critical	6h	4h (24/7)	2h (24/7)
Major	12h	8h	4h
Normal	48h	24h	12h
Minor	120h	48h	24h



3.2 Processing Time

3.2.1 Processing will be performed during contracted business hours (see Section 1.4)

3.2.2 If the Customer has not yet raised a Qualified Case (cf. Section 2.3.3), the Customer is obliged to provide additional information concerning the Case (e.g., provision of client logs, identification of session IDs, etc.). If Exasol has a VPN connection already available, Exasol will independently obtain additional information, such as log files, etc., to start processing the request as quickly as possible.

3.2.3 After receiving the Case and any necessary additional information where applicable ("Qualified Case"), Exasol shall attempt to reproduce the disruption ("Root Cause Identification").

3.3 Qualified Feedback

If the problem is verifiable, Exasol will inform the customer within the processing time whether it is a software error and provide an estimate of when a solution will be available or when the error will be resolved. If the problem is not detectable, Exasol informs the customer of the status and next steps in the root cause investigation. This may include requesting additional information or performing tests in the affected environment.

3.3.1 The Processing Time is defined as the time span between the receipt of the qualified case (cf. section 2.3.3) or feedback from the customer on an already existing case and the sending of the qualified feedback by Exasol.

3.3.2 Exasol will use commercially reasonable efforts to regularly inform the customer about the progress of the matter within the processing times defined below calculated from receipt of the Qualified Case to dispatch of the qualified feedback:

- **Critical:** 4 hours
- **Major:** 8 hours
- **Normal:** 24 hours
- **Minor:** 72 hours

3.3.3 The parties may, on a case-by-case basis, agree in writing to a reasonable extension of the processing times.

3.3.4 If the troubleshooting measures are outside Exasol's area of responsibility, the troubleshooting will be concluded with a recommendation for action (e.g., provision of sufficient storage space for backups, maintenance of the hardware, execution of SQL commands in the database as part of a workaround, etc.).

4. Software Maintenance

4.1 Scope of Maintenance

4.1.1 Exasol shall provide the following maintenance (software servicing) beyond its defect warranty obligations irrespective of the Support Level selected:

- Rectification of Software Errors by providing software that modifies or supplements the designated software during contractually agreed business hours
- Maintaining access to Technical Support (cf. Section 1.2)
- Access to the Support Webform
- Access to current software versions (cf. Section 4.2)
- Access to current documentation

4.1.2 If the error is not a "Software Error" within the meaning of section 2.4.1 and if the Customer's request or the processing by Exasol is not covered by the booked support level (for example in case of Support Level "Silver") or any other booked service, Exasol may invoice the fee for the next Support Level which covers this service, valid for one year. If the request is covered by a Supplementary Service as described in section 1.3, Exasol may invoice the fee for this service on a time and material basis.

4.2 Life-Cycle Management (Software Versions)

4.2.1 The scope of the software maintenance services concerns any major or minor version for two years from the date of its introduction by Exasol. This period is extended until the release of the second successor version (Minor or Major).

4.2.2 The following format is used for version identification:

- Major
- Minor
- Bugfix

(e.g., 6.1.2., where "6" is Major, "1" is Minor and "2" is the Bugfix version). The modification of any version shall be designated as a version update.



4.2.3 The Customer shall have no claim or right that Exasol provides services for an older version. If the Customer wishes such service, a separate agreement with Exasol must be made.

4.3 Maintenance Execution

4.3.1 If during Root Cause Identification or during development of a solution access to system tables in the database is required, Exasol shall proceed by means of a special database user who shall only have access to the system tables. Direct access to data tables of the database shall thus be precluded.

4.3.2 The services are provided in compliance with the regulations for the protection of personal data. In particular, the copying of such data to analyze the Case requires the express consent of the Customer.

4.3.3 The Customer grants Exasol the information for cluster access as is necessary for the fulfilment of its contractual obligations. In the case of Software Error rectification and other maintenance activities, such particularly includes user IDs having operating system and database level privileges as required for task completion.

4.3.4 If Exasol is not granted access to the concerned system, the Customer shall be responsible for providing the information necessary for Root Cause Identification and solution development.

5. Incident Support 24/7 (Disruption Rectification 24/7)

Within the scope of disruption rectification, Exasol will, in the event of an Incident (disruption) (cf. definition in Section 2.4.2), initiate all necessary activities to restore standard operation of the Exasol Cluster as quickly as possible.

6. Monitoring

6.1 Exasol uses a software-based 24/7 status and event monitoring system in the Exasol Cluster, which possesses an automated notification system including a multi-level escalation strategy. The extent of monitoring orients itself to the usual disruption sources in the Exasol Cluster.

6.2 If recurring disruptions occur which result from improper use of the Exasol Software or use of an unsuitable infrastructure, Exasol reserves the right to cancel such Incident Notifications until the cause has been rectified and needs not transmit such a disruption to Incident Support.

7. Supplementary Services

7.1 Cluster Setup Service

7.1.1. The following services are included:

- Exasol cluster installation
- Planning and sizing
- Node configuration
- Cluster network configuration
- Storage configuration
- User creation for cluster administration and monitoring
- Creation and configuration of database instances
- Backup configuration
- Transferring the access data for the database instances

7.1.2. With the handover of the access information and a short introduction to the most important functions of data bank, the cluster setup is completed.

7.1.3. The Cluster Setup Service is provided during contracted business hours (see Section 1.4).

7.2 Cluster Administration Service

7.2.1. Cluster Administration Service comprises operation-supporting tasks for the regular maintenance of the system during business hours (see section 1.4) and includes the following services:

- Node management
- Patch management
- Cluster Upgrade management
- Database management (e.g., create, delete, start, and stop a database instance)
- Backup Management



7.2.2. The Customer shall reach agreement with Exasol as to the scope of the work as well as on the date upon which such services are to be carried out. This scheduled date must be made at least 10 working days prior to the planned execution of the service.

7.2.3. Cluster Administration Service shall be charged and invoiced per cluster.

7.3 Professional Services

7.3.1. Within the scope of Professional Services, Exasol delivers consulting services in areas such as data model architecture, performance tuning, ETL/ELT processes, database migration, network, and cluster architecture, up/down/out scaling or DR concepts in accordance with the subject matter and to the extent as described in the quote.

7.3.2. Unless expressly agreed otherwise, Exasol does not guarantee a specific result within the scope of the Professional Services and does not assume any obligations regarding the achievement of the objectives, which may be pursued by the Customer.

7.3.3. Professional Services which do not require an on-site presence at the Customer's site can be provided remotely.

7.3.4. The Customer shall agree upon a date with Exasol on which the Professional Services will be carried out. This scheduled date must be made no later than four weeks prior to the planned execution of services. Notification of changes to such a date must also be made by such agreed upon date. If no date is agreed upon, there is no entitlement to services being provided.

7.3.5. If a confirmed scheduled date is cancelled by the Customer, new planning shall be made as described in Section 7.3.4.

7.3.6. If the Customer does not invoke the service on the agreed date, the claim for provision of such service expires.

7.3.7. A person day consists of eight hours. Person days that are performed to a lesser or greater extent will be adjusted accordingly.

7.3.8. Unless expressly agreed otherwise, the particulars in the quote regarding time requirements are a non-binding estimate only. The remuneration shall be calculated according to the number of man-days or man-hours actually spent at the rates stated in the quote. Everything will be paid for in advance. Should Exasol determine in the course of providing services, that additional time is needed, the Customer will be informed accordingly. The Customer shall immediately decide on the further course of action and inform Exasol thereof in writing.

7.4 Performance Service

7.4.1 Performance Service can be booked as "Performance Reporting", "Performance Basic" and "Performance Premium".

	Performance Reporting	Performance Basic	Performance Premium
Database Health Check	✓	✓	✓
Delivery	Via screenshare session	Via screenshare session	Via screenshare session
Source	DB statistics	DB statistics	DB statistics
Frequency	Quarterly	Quarterly	Quarterly
Database Consulting	X	✓	✓
Delivery		Via case	Via case
Source		Depending on case to be analyzed	Depending on case to be analyzed
Frequency		On demand	On demand
Max Effort		6 person days/year	18 person days/year

7.4.2 Database Health Check

7.4.2.1 During the Database Health Check an Exasol database specialist reviews several database performance KPIs such as license and database usage, database size and growth, raw data size/RAM comparison and recommendation, index size, cluster resource utilization and SQL execution durations.

7.4.2.2 Should the review of the database performance KPIs indicate any database-wide bottlenecks, these bottlenecks will be discussed during the quarterly meeting, including high-level guidance on possible steps to address them.



- 7.4.2.3** For Performance Reporting, an in-depth analysis into database-wide bottlenecks is not included. For Performance Basic and Performance Premium, any such in-depth analysis shall be covered via “Performance Consulting” and is booked against the maximum cumulative effort described in section 7.4.3.4.
- 7.4.3 Database Consulting**
- 7.4.3.1** For both Performance Basic and Performance Premium, Exasol support will analyze incoming performance requests on-demand. This analysis could include (but is not limited to) the following topics:
- Identify and improve query runtimes
 - Optimize queries
 - Optimize ETL Processes
 - Optimize Distribution Keys and Replication Borders
- These analyses are subject to the maximum cumulative Effort defined in Section 7.4.3.4.
- 7.4.3.2** The Customer must open a case (Request type “Service Request”, category “Database Performance Consulting”) to trigger this service.
- 7.4.3.3** By default, the investigation results are delivered via case. On request, the investigation results can also be discussed further in a call or screenshare session.
- 7.4.3.4** For Performance Basic, all Database Consulting is subject to a maximum cumulative effort of 6 PD (person days) per year. All Database Consulting is booked against this contingent. For performance Premium, all Database Consulting is subject to a maximum cumulative effort of 18 PD per year. All Database Consulting is booked against this contingent.
- 7.4.4 Gathering System Statistics**
- 7.4.4.1** The provision of system statistics from the Customer to Exasol is a pre-requisite for the delivery of the Performance Service. This applies to Performance Reporting, Performance Basic and Performance Premium.
- 7.4.4.2** The installation of the automated data delivery is part of the initialization phase of the Performance Service. During the initialization phase, a representative from Exasol and a representative of the Customer set up the appropriate, automated data submission service. Depending on the Customer situation, this can be either push or pull.
- 7.4.4.3** Should the automated data submission service not be available, it is exceptionally possible that the Customer provides this data manually via case or Email. The data needs to be submitted at least 2 weeks prior to the scheduled screenshare session.
- 7.4.4.4** Data submitted is technical metadata in nature and does not contain sensitive or private data. Data is always submitted encrypted.
- 7.5 Training**
- 7.5.1 Training content and conditions**
- 7.5.1.1** Exasol offers Individual Training, Team Training or an Online Training (via the Exacademy portal). Detailed information on subject, content, and duration of standard training classes as well as certifications can be found on the Online Training Page.
- 7.5.1.2** Training is held in English language. Any training material is in English.
- 7.5.1.3** If, in deviation of the standard training classes, customer-specific or special topics shall be covered in a training, such individual training is subject to the provisions for Professional Services (cf. Section 7.3).
- 7.5.2 Location and Time of Team Training**
- 7.5.2.1** Team Trainings may be held either in Exasol’s office facilities or in another location chosen by the Customer. If the latter occurs, the Customer shall provide suitable rooms and facilities, in particular a separate room with a projection surface for a projector. If a projector is not available, Exasol must be informed in advance. If the Customer does not meet the aforementioned conditions, training cannot be conducted, however, the costs will be charged.
- 7.5.2.2** The training durations are a maximum of 8 hours per day. Unless otherwise agreed, the courses start at 9 AM and end at 5 PM. Lunch breaks will be held as agreed.
- 7.5.3 Fees**
- 7.5.3.1** The fee for a Team Training is stated in the quote and includes course papers, certification fees and a certification document from Exasol (if the participant passes the knowledge assessment or examination administered by Exasol at the end of the training). If the Customer chooses a Training outside of Exasol’s office facilities, the costs for travelling, overnight stays and other expenses of the course instructor(s) will be invoiced separately, according to the actually incurred expenses as evidenced by respective records and receipts.
- 7.5.3.2** The Online Training is free of charge. For a certification after an Online Training, a certification fee will be charged.
- 7.5.4 Cancellation**



Exasol reserves the right to postpone a Team Training under reasonable conditions (e.g., the instructor is unable to attend for any reason or cases of force majeure). Exasol will inform the Customer of the postponement and a new appointment will be scheduled. If the Customer cancels the Team Training no refund will be available.

7.5.5 Property Rights

Training documentation and presentations by Exasol are copyright protected and may not be published or otherwise exploited without prior written consent of Exasol.

7.6 Time Periods for supplementary services

The agreed upon **supplementary** services contained in the quote will normally be performed within the contracted business hours (see Section 1.4). Upon agreement, such services can be performed outside of the contracted business hours.

8. ExaCloud Hosting Service

8.1 Scope of Performance

8.1.1 Within the scope of the ExaCloud Hosting Service, Exasol shall provide and operate the necessary infrastructure for the operation of the Exasol database. It shall be at the sole discretion of Exasol to determine the extent and manner of implementation of Hosting Services.

8.1.2 The infrastructure shall primarily consist of dedicated servers in a shared infrastructure configuration (inclusive of firewall, uplink and power supply), with logically distinct networks. The infrastructure shall be operated in a high-availability data processing center of a third party qualified by Exasol in the EU, UK, Switzerland or in the USA. The operator of the data processing center shall be ISO 27001 certified or follow and apply comparable standards.

8.1.3 The Customer shall be connected to ExaCloud by means of a site-to-site VPN connection. For the installation of the VPN connection, the Customer shall, upon conclusion of the Onboarding, receive a document that specifies the requirements of the VPN connection configuration. The Customer is responsible for operating the VPN endpoint on the Customer's side.

8.1.4 Upon request, additional services, such as provision of virtual equipment, installation of additional VPN connections, etc., can be provided for additional fees.

8.2 Maintenance Releases

8.2.1 The Maintenance Release terms are:

- The term "Maintenance Release" means any update, upgrade, release, or other adaptation or modification of the Software that Exasol may generally provide from time to time during the Term which may contain, among other things, error corrections, enhancements, improvements, or other changes to functionality, compatibility, capabilities, performance, efficiency, or quality of the Software.
- During the Term, Exasol may provide Customer Maintenance Releases, each of which will constitute Software and be subject to the terms and conditions of the Agreement.
- Exasol reserves the right, in its sole discretion, to characterize updates as either Maintenance Releases or New Versions. The term "New Version" means any new version of the Software that Exasol may from time to time introduce in the market, generally as a distinct licensed product, as may be indicated by Exasol's designation of a new version number.
- Required Maintenance Releases. Exasol periodically issues Maintenance Releases. The Maintenance Window is the last Friday of the month between the hours of 9.00 AM and 6.00 PM CET or CEST. The term "Maintenance Window" means a pre-defined, regularly scheduled timeframe in which Maintenance Releases may occur. The Services may be unavailable during the Maintenance Window. Notification will be provided at least 72 hours in advance (except for Emergency Maintenance).
- Services upon Customer request: In such instances, the Maintenance Window shall be mutually agreed upon and performed during the planned timeframe.
- Emergency Maintenance: Such consists of critical, unplanned work which is required to avoid or minimize damage or losses, e.g., security problems or reduced performance.

8.2.2 During the performance of servicing per the above Section, no reaction time and/or processing times in the sense of Sections 3.1, 3.2 shall be applied.

9. Appliance Custom - Appliance Hardware Support

9.1 This Support Service only applies to Customers who have purchased an Appliance through Exasol.



- 9.2** The access to Technical Support available to the Customer, cf. Section 1 shall also apply to the notification of hardware errors in the Appliance („Hardware Errors“).
- 9.3** Dell Hardware Support Service Description: The country-specific service specifications (the site where the Dell Hardware is located) according to the selected **Dell Support Level** (per the particulars in the quote) are applied for rectification of Hardware Errors cf. link in the Glossary in Section 11.
An example for a German customer at Support Level "ProSupport Next Business Day": Select Germany, Commercial Service Contracts, Support Service, Dell ProSupport for Client and Enterprise.
- 9.4** The provision by Exasol of Appliance Hardware Support is preconditioned that hardware data is encrypted or that the Customer has ordered the "Keep Your Hard Drive" service. The installation of an Appliance/system by Exasol shall principally be encrypted.

10. General Provisions

10.1 Cooperation and Customer Responsibility

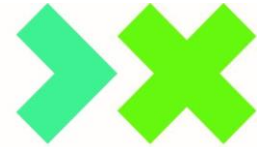
- 10.1.1** Prior to execution of the contract, the Customer is obliged to coordinate with Exasol on which hardware or any other IT infrastructure (and its specifications and/or configurations) the initial software will be installed or operated. Should the Customer plan material changes to the hardware and/or IT environment after execution of the contract, such shall be timely coordinated with Exasol for purposes of optimal software operation prior to the planned implementation thereof.
- 10.1.2** The Customer shall receive an Onboarding document after execution of the contract and shall thereupon nominate suitable and sufficiently authorized employees who will be available to Exasol as contact persons for the execution of the booked services ("Maintenance", "Incident Support 24/7" and any supplementary service) and who shall be able to make necessary decisions as well as initiate measures (service roles).
- 10.1.3** With regards to maintenance and operation, the following contact persons are to be named:
- "MyExasol User Managers" for managing access to customer-specific support pages.
 - "Decision Makers" who are authorized to place orders with Exasol or to book services, e.g., update to the current version, restore a backup, etc.
 - "Incident Managers" who are to inform Exasol in the event of an Incident and who can assist Exasol in the processing of Incidents within the meaning of section 5
 - "Version Information Recipients", who receive the release e-mails.
- 10.1.4** The Customer must ensure that it carries out regular data backups which consider the significance and relevance of the data for its business operations. It is recommended to create a full backup once a week and to safely store it until the next one is completed, whereby a differential backup should be created daily. The backup copies can be stored in the cluster but, in addition, at least one copy should also be stored outside of it.
- 10.1.5** Exasol periodically issues new releases. The Customer is obliged to update its installed software in a timely manner (Patch Management). An upgrade may possibly imply downtime.
- 10.1.6** Unless otherwise agreed, services are limited to the Exasol Cluster. The Customer is responsible for the provision and maintenance of a suitable infrastructure outside the cluster (e.g., external data backup, staging server, administration of clients).

10.2 Provision of Services via Remote Maintenance (Remote), VPN Connection, Access

- 10.2.1** Unless otherwise specified, services are provided remotely.
- 10.2.2** A VPN Tunnel is required to provide the following services:
- Performance Service
 - Monitoring
 - Incident Support 24/7 within the meaning of section 5.
 - Administration of the cluster within the meaning of section 7.2.
- 10.2.3** For the provision of services, generally, no privileged log-in to the database is required. If privileged access is required (e.g., for a major update), Exasol shall inform the Customer separately.

10.3 Amendments to the Service Description

Amendments to the Service Description will be provided in text form (in writing, no signature required, e.g. via e-mail) to the Customer not later than two months before the proposed effective date. If Customer does not object to the amendment to Exasol until the proposed effective date, consent shall be deemed to be given. The revocation shall be addressed to Exasol, Neumeyerstraße 22-26, 90411 Nürnberg or via e-mail to legal@exasol.com. In case of a revocation, the existing Service Description without the proposed



amendment continue to apply. In the notice informing about the amendment, Exasol will particularly emphasize Customer's right to revocation and the respective time limit.

11. Glossary

Term	Description
Appliance	An Exasol Appliance is a preconfigured system consisting of the Exasol Software pre-installed on the Appliance hardware purchased from Exasol (a Dell server cluster consisting of server and network devices, including a preconfigured license server).
Database Instance	A Database Instance within an Exasol Cluster.
Dell Support Service	https://www.dell.com/learn/us/en/uscorp1/campaigns/global-commercial-service-contracts?c=us&l=en&s=corp&cs=uscorp1
Exasol Cluster	An Exasol Cluster consists of 1 to N servers and is the basis of an Exasol database. A server can be considered as a bare metal (physical device) and/or as a VM (virtual machine – not physical device).
Exasol Software	See definition of "Software" in the applicable Terms and Condition for Software and Services (Terms and Conditions for Software License Agreements, Appliances and Services or Master Software License and Services Agreement)
Support Webform	An online webform for customers to get in contact with Exasol Technical Support.
Technical Support Hotline	Technical support phone number. Number subject to charges +49 911 2399 110 Free of charge number 00800 3927877678 and +1 415 3635 510
VPN Tunnel	A permanent encrypted tunnel created between Exasol and the end customer.