Teradata Product Support Policies
Revision History

Revision	Date	Section	Synopsis
24	1/1/22	Cover Page	Updated Revision History & Policy PDF URL links
		Remote Connectivity	Updated section to align with Teradata's Remote Connectivity policy – which requires Remote Connectivity to deliver services capable of remote delivery. There is no longer an option to pay an additional uplift for remote services locally.
		Product Moves, Adds, or Reinstatements	Removed reference to the Teradata Operations Management (TOM) agent as it is no longer relevant
		Teradata Success Services: Performance Data Collection Reporting (PDCR) Configuration	Added verbiage to clarify that PDCR upgrades will be provided when a major PDCR update occurs
23	10/15/21	Extended Teradata Database Maintenance (EDM) Period	Added the "EDM is subject to additional fees" verbiage to this specific section of the document
		Teradata Success Services: Software Implementation	Added the "Do It yourself (DIY)" descriptor to the Public Cloud reference
22	3/8/21	Premier Support	Added a paragraph to clarify that refusing the use of automation tools becomes the customer's responsibility
		Hardware Support Lifecycle	Removed the (7) years of support verbiage for government contracts – no longer a requirement
		Extended Teradata Database Maintenance (EDM) Period	Added DIY Public Cloud deployments to the list of not eligible for EDM services
		Support for Third-Party Software	Clarified responsibility with third-party vendor arrangements (i.e. Backup and Restore (BAR) third-party software and firmware)
		Teradata Success Services	Removed typo related to the Checkbook credit amounts
		Teradata Success Services: State of Health Reporting	Updated verbiage to let users know that reporting is accessible via support.teradata.com
21	11/1/20	Terminology Updates throughout entire policy	To support the introduction of the new portal, changed all "Teradata Access" references to "Teradata Support" portal and changed "Incidents" to "Cases"
		Operating System	Added verbiage to clarify policy on third-party security scans
		Customer Installable & Upgradeable Software	Provided additional details on where users can find support - via Community Support user forum
		Teradata Aster and Hadoop Software Support Lifecycle	Extended Hadoop Support-Only service for expired Hadoop versions to December 2021
		Teradata Success Services	Added new entitlement verbiage for Teradata Education Checkbook

teradata.

20	7/1/20	Overview	Introduced Teradata Vantage
		Parts Usage	Added verbiage to clarify that failed parts become property of Teradata upon removal
		Teradata Applications	Added clarifying verbiage regarding Support Only Period
		Incident Severities / Escalation Guidelines	Added the new "Severity 5" case assignment and definition
		Teradata Essential: PDCR Configuration	Added verbiage to clarify that PDCR entitlement includes installation and migration of Customer's PDCR data into the latest PDCR version
19	4/1/20	Teradata Applications	Updated list of categories for Current Managed Application and UDA Products
		Remote Connectivity	Policy updated to reflect fees associated with no remote connectivity support for Teradata SW Only
		Vantage Limited Upgrade	Added verbiage to clarify that offering is also available to customers with exclusively Do-It-Yourself Cloud platforms
18	1/10/20	Table of Contents	Structure updated to align with new webpage format
		Installation of Hardware Engineering Changes or Field Retrofit Orders (FROs)	Clarified that 24x7 installation service is available for Customers with 24x7 Priority or Business Critical entitlement
17	11/1/19	Premier Kylo Support	Offer discontinued as of September 30, 2019
		Teradata Aster and Hadoop Software Support Lifecycle	Additional verbiage added to clarify timeline and scope of Hadoop Support-Only service for expired Hadoop versions
		Remote Connectivity - ServiceConnect™ and ServiceLinkTM	Verbiage added to clarify Teradata's policy on remote connectivity requirements for Optional Services (i.e. Teradata Success Services & Vantage Limited Upgrade)
		Teradata Software Implementation Service (SWI)	Offer discontinued as of September 30, 2019
		BAR Software Implementation Service (SWI)	Moved BAR content from Teradata SWI section into a new section specific to BAR SWI
		Critical System Management	Offer discontinued as of September 30, 2019
		Teradata Success Services	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	Clarified Teradata's continuous lifecycle policy for full support, Extended Database Maintenance (EDM) and Support Only
		Vantage Limited Upgrade	New Service Offer now globally available
		Teradata Essential	Introduced new Essential "Customer-Level" option
		Teradata Viewpoint Setup and Review	Additional verbiage added to clarify the scope of this service deliverable
15	4/19/19	Monitoring and Diagnostic Tools	Clarified requirements related to Monitoring and Diagnostic Tools/Agents

teradata.

		Teradata Success Services: Optimize	Added coverage windows for Teradata Success Services: Optimize
		Revision History	Removed partial "Revision History" table
14	3/13/19	Teradata Database Software Support Lifecycle	Update Extended Database Maintenance (EDM) policy – policy remains 3+2 but no longer called 3+1+1 – all years during the EDM period chargeable
13	1/8/19	Teradata Success Services	Introduction of new Teradata Success Services Changed: "Teradata At Your Service" to Teradata Access Updated: Monitoring and Diagnostic Tools section with Teradata Success Services requirements

Consolidated Premier Appliance & Premier Warehouse into a single Premier Support offering

Update Extended Database Maintenance (EDM) policy – policy remains 3+2 but no longer called 3+1+1 – all years during the EDM period chargeable

Removed limit on Major / Minor upgrades for TD on VMware. Software Implementation and Critical System Management includes all Teradata Database releases |
12	10/30/18	Hardware Services Software Services	Note: Certain Teradata Software Products contain a virtualized OS that is considered part of Teradata Software (e.g. TDVM) and not the hardware platform.
11	10/30/18	Premier Cloud Support	Added: At a minimum, Customer must allow WebEx or Secure Shell (SSH) type connections as requested by Teradata for support.
10	6/5/18	Premier Warehouse & Appliance Support	Added: Severity 3 incidents for HW receive 24x7 coverage and 30-minute remote response
		Premier Kylo Support	Updated: 9x5 – Remote Response: 9 hours for Severity 1 and 2 incidents; Next Business Day for Severity 3 and 4 incidents 9x5 Foundation – Remote Response: Severity 1 and 2 incidents NA; Next Business Day for Severity 3 and 4 incidents
		Exclusions	Added: Problems resulting from disabling the Fallback feature in certain configurations are not covered
		Cover page	Added link to current Product Support Policies version
9	1/15/18	Overview	Added Teradata's follow-the-sun support model
		Premier ThinkBig Support	Changed: to Premier Kylo Support, coverage and response times; Removed: Enterprise, Standard names & references to ThinkBig
		Coverage Hours and Response Times	Removed: "customer" prior to service representative on 2nd paragraph
		Hardware Services	Added: Installation of certified OS fixes is not to exceed a quarterly calendar cadence
		Database Support Lifecycle	Clarified lifecycle support policy for TD 16.10 and later releases
		Extended Teradata Database	Clarified inclusion of TTU in EDM

		Maintenance (EDM) Period	Updated for TD 16.10 and later releases
		Critical System Management	Updated to include CSM services for Hadoop Appliance systems Clarified that Teradata will inform customer of changes to Product Support Policy
8	10/20/17	Premier SW Only Support	Added "Teradata Analytic Applications" Clarified local language support with Critical System Management
		Premier ThinkBig Support	Clarified support for Apache NiFi
		Extended Database Maintenance	Added EDM service can be made available for additional releases at Teradata's discretion
		Teradata Aster and Hadoop Software Support Lifecycle	Clarified Hadoop Support is 36 months from distribution vendors General Availability
		Teradata Managed Application, UDA, Analytic Application, and Other Software Support Lifecycle	Added: Teradata Warehouse Miner"
		Software Implementation (SWI)	Clarified Teradata SWI Clarified ServiceConnect is required for Pubic Cloud
		Hadoop Appliance Software Implementation (SWI)	Added new service offer
7	7/20/17	Database Support Lifecycle Database Support Only Period Remote Connectivity Premier SW Only & Premier Cloud Support	Added "crash dump analysis performed" Added "no crash dump analysis performed" Clarified ServiceConnect, ServiceLink and other connectivity methods Clarified all support is in English "unless Customer has Critical System Management service"

teradata.

6	4/17/17	Overview	Clarified subscription-based software licenses
		Premier Support	Replaced Teradata holidays with local observed holidays
		Premier SW Only Support	Added Analytic Application coverages
		Premier ThinkBig SW Support	Added 9x5 Foundation option; deleted HDF from Expert Services
		Coverage Hrs & Response	Added "except as noted above" to refer to Analytic Application coverages
		Software Services	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)
		Access to Software Maintenance & Patches	Added "for most products" have access to Teradata At Your Service
		Customer Installable & Upgradeable Software	Deleted "covered by an order for support" to accommodate subscription-based licenses; added Analytic Applications are not customer installable
		Software Subscription	Added Software Upgrade Licenses
		Problem Resolution	Replaced Software Enhancements section with Incident Closure
		Exclusions	Added "For Analytic Application Software, modifications or customizations by Teradata Professional Services"
		Critical System Management	Clarified deliverable differences for IntelliCloud, Public, and Private Cloud systems
5	1/17/17	Software Services	Clarified lifecycle support policy for TD 16.00 and later releases
		Premier Support	Added Premier ThinkBig Software Support
4	10/18/16	Various	Deleted "production" from Severity 1 incident definition
		Premier SW Only	All support for TVME is English only
		Premier Cloud Support	All support is in English; Clarified Sev1 & 2 are phone only; added 24x7 Priority Option
		Software Services	New lifecycle support policy for TD 16.00 and later releases
			Clarified Aster Execution Engine support lifecycle
			New UDA software support lifecycle
			Added SAS software support
		Software Implementation	Deleted TVME and Public Cloud as part of SWI Complete
		Critical System Management	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
		Hadoop Hardware Plus	Added Tech Alerts and SWI for non-Hadoop and OS software
3	7/15/16	Software Services	Added TTU, TMS Applications SW Support lifecycle
			Separated Teradata Aster & Hadoop SW Support Lifecyle
		Problem Resolution	Clarified Escalation & Notification Guidelines
		Hardware Services	Added FRO references
		SWI & CSM	Clarified products included in SWI
		CSM	Clarified Availability reporting only for Teradata Database
2	4/1/16	Cloud Support	New section/updated CSM
		Critical System Management & Hadoop Hardware Plus	Changed "Assigned Customer Support Representative" to "Assigned Service Management"
1	1/15/16	All	New