Teradata Product Support Policies

As of January 1, 2022

Previous changes to this document can be found here:
Document Revision History

URL version:
Teradata Product Support Policies

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Overview

Unless otherwise stated, these policies apply to maintenance and support for Teradata, Teradata Vantage, Aster Data, Hadoop software, and Teradata equipment (hardware). For purposes of this document, Vantage refers to a bundled solution of data management and analytic components including the Teradata Advanced SQL Engine Database, operating systems and compatible applications as offered by Teradata.

"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 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

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due to customer restrictions on Teradata's global delivery model must be agreed to in writing.

"Teradata Support" is Teradata's web-based 24x7 support and service portal formerly known as Teradata at Your Service." Teradata Support provides valuable support service information, such as user documentation, the ability to download software and patches, 24 x 7 logging and tracking of cases, and links to best practice documents. Teradata Support also provides links to the other Teradata service portals such as Teradata Operations Management (TOM) and IntelliCloud Management Console (IMC). Registration and login at https://support.teradata.com.

Teradata Product 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.

Support Services
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. Backup and Restore (BAR) software and Hadoop software may be licensed from a third-party or bear the copyright or logo of Teradata.

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.

Additionally, Teradata includes a service within Premier Support that detects and automatically addresses certain low-risk situations without human intervention (e.g., system disk space management; free unused memory; ensuring system time settings are synchronized). If Customer opts out of this service, these activities become the Customer's responsibility. However, Teradata notification will be provided to inform Customer of critical issues in which Customer needs to address. Note: Site must be connected to be eligible for Teradata notifications.

Coverage Hours and Response Times

Premier 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 cases; 9 standard business hours, 5 business days per week, (Customer's local time) excluding locally observed holidays for Severity 2, 3, and 4 cases	Remote Response: 2 hours for Severity 1 and 2 cases; Next business day for Severity 3 and 4 cases On-Site Response: 4 hours for Severity 1 and 2 cases; Next business day for Severity 3 and 4 cases
9x5 Only available for Perpetual License	9 standard business hours, 5 business days per week, (Customer's local time), excluding locally observed holidays for all case Severities	Remote Response: 9 hours for Severity 1 and 2 cases; Next Business Day for Severity 3 and 4 cases On-Site Response: Next Business Day for all Severity cases

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| 24x7 Priority | 7 days per week, 24 hours a day for all Severity 1 and 2 cases;

7 days per week, 24 hours a day for Severity 3 Equipment cases;

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 cases | Remote Response: 30 minutes for all Severity 1 and 2 cases; 30 minutes for Severity 3 Equipment cases; 2 hours for Severity 3 Software cases; Next business day for all Severity 4 cases

On-Site Response: 2 hours for all Severity 1 cases; 4 hours for all Severity 2 and 3 cases; Next business day for all Severity 4 cases

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 purchased additional services from the Teradata Success Services portfolio, Teradata's portfolio of service offerings as detailed Teradata Success Services section of this document. If Customer has purchased a service from the Teradata Success Services portfolio, then Support will be provided 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 cases;

9 standard business hours, 5 business days per week, (Customer's local time)*, excluding locally observed holidays for Severity 2, 3, and 4 cases | Remote Response: 2 hours for Severity 1 and 2 cases; Next business day for Severity 3 and 4 cases |
| 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 case Severities | Remote Response: Next business day for all Severity cases |
| 24x7 Priority

Not available for Analytic Application Products | 7 days per week, 24 hours a day for Severity 1 and 2 cases;

9 standard business hours, 5 business days per week, (Customer's local time)*, excluding locally observed holidays for Severity 3 and 4 cases | Remote Response: 30 minutes for Severity 1 and 2 cases; 2 hours for Severity 3 cases; Next business day for Severity 4 cases |

* Note: Remote Support coverage for Teradata Analytic Application products Severity 2, 3, and 4 cases are Eastern Standard Time.

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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.

Premier Cloud Support

Only problems originating from a running Teradata subscribed instance(s) are covered under Premier Cloud Support.   Problems originating from the 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 purchased additional Teradata Success Services. If Customer has purchased any level of Teradata Success Services, then support will be provided in Customer's local language.

For Teradata to provide optimum support services it is required for the user to enable Assigned Service Management, configure Teradata's ServiceConnect, for remote connectivity, and generate a baseline of system assets – known as System Asset Baseline. At a minimum, Customer must allow WebEx or Secure Shell (SSH) type connections as requested by Teradata for support.

Premier Cloud Support is provided via Teradata Support, which provides user assistance via Community Forums, Knowledge Articles, and Case Submission for all Severity Levels, initiating a case 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 cases; 9 standard business hours, 5 business days per week, (Customer's local time), excluding locally observed holidays for Severity 2, 3, and 4 cases	Remote Response: 2 hours for Severity 1 and 2 cases; Next business day for Severity 3 and 4 cases
24x7 Priority	7 days per week, 24 hours a day for Severity 1 and 2 cases; 9 standard business hours, 5 business days per week, (Customer's local time), excluding locally observed holidays for Severity 3 and 4 cases	Remote Response: 30 minutes for Severity 1 and 2 cases; 2 hours for Severity 3 cases; Next business day for Severity 4 cases

Problems & Cases

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. A "case" is a request for service. Each case must have a severity assigned to it.

Case 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.

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- **Severity 5:** Problem resolution is deferred or to be planned mutually by Teradata and customer.

When a case 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 acknowledges 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 cases through Teradata Support. 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 cases created via Teradata Support. Teradata will activate its Auto Case Create diagnostic tool to create cases 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 Support and where applicable, telephone information, for requesting support if Customer is experiencing a problem with supported products and will activate its Automatic Case 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

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 a case 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 case 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.

Hadoop

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

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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 Support and will be classified as Severity 3 or 4 cases. Problem resolution for developer support/advice cases does not include actual software development. Teradata reserves the right to limit the number of cases if Teradata determines Customer is not utilizing this service in good faith.

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.

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Support Lifecycle
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. 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 <u>certified</u> OS <u>patch or fix</u> (including Microsoft or Linux) on <u>any</u> hardware platform (e.g. Database Nodes, TMS, SWS/AWS, stand-alone server) under a Teradata maintenance contract, not to exceed a quarterly calendar cadence. Delivery of patches or fixes more than once quarterly will be subject to Additional Service Rates. Note: Certain Teradata Software Products contain a virtualized OS that is considered part of Teradata Software (e.g. TD_VMware) and not the hardware platform and will be included under the Teradata maintenance contract agreement.

Teradata will <u>not install</u> any <u>non-Teradata certified OS patches or fixes</u> 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 cases resulting from the non-Teradata certified release will be considered out-of-scope and subject to Additional Service Rates.

For Customer initiated third party security scans, resulting scan reporting and analysis are the Customer's responsibility. Any request for Teradata to analyze and implement recommendations are out of scope and requires a Teradata Information Security consulting engagement, which is 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 or any Teradata Success Services 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 Teradata are included with the appropriate Software Implementation service as long as the OS is under Teradata maintenance <u>and</u> the change is not a minor/major OS upgrade or Service Pack upgrade. These changes are installed during the customers Severity1 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.

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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.

Hardware 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 24 x 7 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. Three 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 5 years from installation or when the solid-state disks reach their endurance threshold limit.

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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 upon removal 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.

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 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.

Software Services

Teradata will provide remote software 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 Support) 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.

Teradata Database Software Support Lifecycle

See **_Supported Software Releases_** for **Software** release naming definitions.

Teradata Database 16.10 and Later Advanced SQL Engine Releases

Teradata's Database Support Policy for Teradata Database 16.10 and later Advanced SQL Engine releases is to provide 3 years of maintenance & support, from the General Customer Availability date of the minor or major release, until the End-of-Maintenance (EOM) date and a 2-year (at Teradata's discretion) Extended Database Maintenance Period (EDM) (see below) – referred to as a 3+2 support policy. During the maintenance & support period for Teradata database products, Teradata will provide

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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. At the end of the EOM period, the system will default to the Extended Database Maintenance Period (see below) and is subject to additional fees. Following the end of the EDM period, the system will enter the Support Only period (see below) and is subject to additional fees. Teradata may, at its discretion, support additional Teradata releases but will not provide fixes or patches for such releases.

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.

Teradata Database Pre-16.00 Releases

Teradata's Database Support Policy for pre-Teradata Database 16.00 releases is to provide 3 years of Maintenance & Support, from the General Customer Availability date, until the EOM date and a 2-year (at Teradata's discretion) Extended Maintenance period – referred to as a 3+2 support policy (see below). 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 workarounds to correct reported software problems for no less than 36 months from its GCA date. At the end of the EOM Period, the system would default to the Extended Maintenance period (see below) and is subject to additional fees. 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.

Note: Certain Teradata software products contain a virtualized OS that is considered part of Teradata software (e.g. TDVM) and not the hardware platform.

Extended Teradata Database Maintenance (EDM) Period

EDM is subject to additional fees. During the EDM period, Teradata provides Extended Database Maintenance for 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 ends 2 years after the End-Of-Maintenance date. At the end of the EDM period, the system would default to the Support-Only period and will be subject to additional fees, for as Teradata provides such support for affected software. Aster Database, and Hadoop Software releases and DIY Public Cloud deployments are not eligible for EDM service unless Teradata specifically makes EDM service available for a specific release.

EDM Service includes:

- Case 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 Support
- Ability create cases for problems through Teradata Support
- Guidance with Customer migration plans to support 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

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- 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 (Non-eligible systems will default to Support Only Period):

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. EDM 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. Teradata will not provide Time and Material service for EDM services.

EDM services do 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 is subject to additional fees and provides: preventative service, problem reporting, case 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 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.

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, also known as Version number for Vantage

- 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 Support 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 Support. 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 on a Generally Customer Available (GCA) basis 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, which is Software that is available for Customer download via the Teradata Support portal, Teradata will provide access to online Community Support user forum, which offers support and discussion within the Teradata community. Teradata will also provide remote installation assistance consisting of (i) guidance in locating (via Teradata Support) 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 upgradable. 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.

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Teradata Applications

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 workarounds to correct reported software problems for the then current major/minor software release version. When Customer's software release is no longer current and Customer has not upgraded to the latest version, Teradata will offer support on a support-only basis for the Support Only Period and such support may be subject to additional fees.

Current Managed Application and UDA Products in these categories include, but are not limited to, Viewpoint, Data Mover, Unity, Ecosystem Manager, Workload Analytics, AppCenter and QueryGrid 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 1year increments. Extended Application Maintenance service includes:

- Case 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 Support
- 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

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- 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

Other Third-Party Software

Teradata Aster and Hadoop Software Support Lifecycle

Teradata's Aster Software Support Policy is to provide 3 years of maintenance & support, from the Teradata General Customer Availability (GCA) date, until the End-of-Maintenance date. Teradata's Hadoop Software Support Policy is to provide 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 workarounds 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 will provide Hadoop Support-Only service for expired Hadoop versions, provided that Hadoop Support-Only cannot be renewed past December 31, 2021. Current contracts for maintenance and support offers for expired versions of Hadoop will be honored until the end of renewal date. Hadoop Support-Only provides problem reporting, case creation, access to knowledge articles, and workarounds on a commercially reasonable effort basis.

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. When Teradata does have a specific arrangement with the third-party vendor and the customer contracts Teradata to provide support for the third-party vendor's product(s) the installation, implementation, upgrades & updates of the third-party software and firmware is the customer's responsibility i.e. Backup and Restore (BAR) third-party software and firmware. 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.

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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 Support.   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.

Global Support
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 Case Severity.

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

Therefore, in certain situations, where the resolution to a Severity 2 or Severity 3 case or an FRO implementation require system downtime Customer will experience system unavailability without having a Severity 1 case. 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 Support) 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.

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Escalation Guidelines

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

	Severity 1	Severity 2	Severity 3	Severity 4	Severity 5
Definition	Mission critical system is down, corrupted, or so severely degraded that it is unusable and requires immediate attention to return system to service	Production 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	Problem resolution is deferred or to be planned mutually by Teradata and customer
Resources	Immediate Levels 1-3 Engagement	Immediate Level 2 (or 3)Engagement	Level 1 & Level 2 w/in 2 days	Level 1 & Level 2 w/in 5 days	As needed
Work Effort	Around-the-Clock*	Dedicated and Continuous Efforts**	Managed Efforts during Center Hours (aligned to customer work hours)	Practical Effort during Center Hours	Planned Effort
Customer Updates*	Hourly or as Agreed	Every 6 Hours or as Agreed	Daily or as Agreed	Every 5 Days or as Agreed	As appropriate to Plan
Bridge Call	Yes	No, or upon request with Assigned Service Manager	No	No	No
Escalation to Level 3	Immediate	No later than 12 Hours	No later than 3 Days	No later than 7 days	As needed
Closed Loop Corrective Actions	Yes (Teradata Success Services Only)	No	No	No	No

* Efforts as S1 will continue as long as meaningful progress can be made; Customer and system must also be available and engaged
** Efforts as S2 will continue as long as meaningful progress can be made; If customer needed for further progress, customer/system must be available
*** Indicates Service Days (days customer has contracted for service)

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Communicating Status on Escalations

All Severity 1 cases are immediately escalated to the Shift Leader and any assigned Teradata 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 cases Customer can check the status by using Teradata Support and selecting the appropriate View a Case option that meets Customer needs. Customer can also request to automatically receive an email update notice for any case.

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 case and manage as such until full system operation is restored. Once the system is restored, Teradata will review the case with Customer for the purpose of identifying ways to prevent a recurrence.

Case Management

When Customer creates a Severity 1 case, Teradata will immediately do everything possible to bring Customer system to an operational state. In order to address Severity1 cases 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 case severity to a Severity 2 status.

Once a remote Teradata 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 Teradata representative may be interrupted and possibly reassigned if working on Severity 2 or Severity 3 cases.

Case Closure

Upon providing a solution to a Case, Teradata will request Customer agreement that the case 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 case.

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 Support or an e-mail), Teradata will provide Customer the opportunity to agree to close the case. In the event Customer has not closed an incent within 14 days from receipt of the email request from Teradata, and Customer has not advised Teradata that such a case was not cured, Teradata will close the case as "transferred to Customer."   These cases will be visible in Teradata Support as "Transferred to Customer" for a two-year period.

Teradata will also close a case in those situations where 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 case), Teradata does not receive the requested information, Teradata will close the case as "cancelled by customer". Customers will be given 7 days to respond to a request for a Severity 3 case and 14 days to respond to a request for a Severity 4 case.

A solution to a case is defined as follows:

Software case:

- 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 case:

- 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.

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 time and materials for additional, out of scope, or on-site work

- Reclassify the case severity

- Not perform services

Site Preparation

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.

Remote Connectivity

Teradata requires a remote connection to Customer's system(s) for the delivery of all services capable of being delivered remotely. Customer must agree to allow Teradata to access Customer's system to enable a remote connection as well as the use of Teradata Support Tools (as detailed below). In addition, upon request from Teradata, Customer must provide any login and passwords that are required to access the applicable system(s) remotely. If Customer refuses installation or, at any time, not allow Teradata full utilization of a remote connection via ServiceConnect, ServiceLink, or a high- speed business-to-business virtual private network connection, then the SLAs associated Premier Support are null and void and any Optional add-on Support and services capable of being delivered remotely will not be provided- "There will be no onsite delivery of services capable of being delivered via a remote connection."

For integrated Teradata hardware and software platforms, in the event Customer does not allow Teradata ServiceConnect, Teradata ServiceLink or a high- speed business-to-business virtual private network remote connectivity required for Premier Support, Customer will be subject to the greater of an annual fee of 2% of Customer's total net hardware and software Product purchase price, including any subsequent Product purchases which are maintained by Teradata, or $50,000, in addition to the annual Premier Support fees.

For Teradata Software-Only (e.g. TD_VMware or Do-It-Yourself Public Cloud), in the event Customer does not allow Teradata ServiceConnect, Teradata ServiceLink or a high- speed business-to-business virtual private network connection remote connectivity required for Premier Support, Customer will be subject to the greater of an annual fee of 2% of Customer's total net Software purchase price, including any subsequent Software Product purchases which are maintained by Teradata, or $25,000 (whichever is greater in addition to the annual Support fees.

In addition to the remote connectivity, if the Teradata Support Services Tools Suite and/or Teradata Vital Infrastructure (TVI) are not fully enabled, the full functionality of Teradata support and applicable services

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with the highest levels of security and automation cannot be delivered, and the Customer will be responsible for managing those services, such as . Change Control Automation, notifying Teradata of all faults and alerts within 24 hours using teradata.support.com, and providing all event log information.

Remote Connectivity ServiceConnect™

Teradata's standard remote connectivity solution is ServiceConnect, which is included with the Teradata Support Services Tools Suite. Customer must allow connectivity for Teradata ServiceConnect and the Support Services Tools Suite for Teradata to provide and optimally secure and automated remote support and other services solutions between Customer's system and Teradata.

At no additional cost, Teradata will install and connect the Teradata Support Services Tools Suite to enable the highest levels of security and automation to deliver remote support and other services on the Teradata system.

The Teradata Support Services Tools Suite includes:

- *ServiceConnect*, used to enable secure connectivity and remote support and services
- *Teradata Support Portal, support.teradata.com*, used to leverage Teradata's Customer Service Management and to enable Tickets (Case, Incident, Change Request, Service Request, Alerting and more)
- *Teradata Support Agent (TSA)*, enables automation and self-service
- *Telemetry Collection Agent (TCA)*, enables system telemetry gathering and analytics
- Monitoring software as required, enables event and alert management
- *Secure Password Vault (SPV)*, enables the secure storage of credentials used to access systems
- *Performance Data Collection and Reporting (PDCR) and Viewpoint*, enables system monitoring and alerting

Customer is required to provide Teradata system access to install the Teradata Support Tools suite to include, but not limited to, the requirements below:

- Connectivity through ServiceConnect
- Teradata Viewpoint Server on a currently supported software version with available space
- Teradata Server Management with connectivity to support.teradata.com

Teradata will install The Teradata Support Tools Suite will with Teradata recommended thresholds for support and other applicable services following any Customer Change Control requirements. Teradata will provide frequent updates to these tools to continuously improve the level of provided security, automation, and outcomes.

Teradata may utilize or develop certain computer programs, data, scripts, documentation, tools, and other materials that Teradata uses to deliver Support and Services, including but not limited to, the Teradata Support Services Tools Suite. Teradata tools are the confidential and proprietary intellectual property of Teradata, and do not constitute "Products" under the applicable agreement and are not licensed or transferred to the Customer.

These tools may not be copied, transferred, disclosed, or used by anyone other than Teradata without Teradata's prior written consent, and no rights or licenses will be implied. Teradata may install, update, change, and/or remove Teradata Tools at its discretion including at the end/termination of any Service Agreement.

Teradata warrants that Teradata Tools installed will not: (i) cause Equipment or Software to fail to conform to those applicable Equipment or Software warranties as expressly stated in the Agreement; (ii) infringe on third party intellectual property rights; (iii) access Customer data.

 If Teradata Tools do not conform to either or both warranties, then Teradata will either change the tools

so that they conform or remove them. In all other respects, Teradata Tools are "AS-IS." These are Teradata's exclusive obligations, and the Customer's exclusive rights and remedies, with respect to Teradata Tools.

Remote Connectivity ServiceLink™ and Virtual Private Network

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

For support and services 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. 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.

The use of ServiceLink or VPN remote connectivity limits the enablement and functionality of some of the tools within the Support Services Tools Suite limiting automation, security enhancements and feature capabilities that will require Customer take responsibility for coordinating support and services delivery.

Product Moves, Adds, or Reinstatements

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 contracted 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 (as detailed below) 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.

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 Support to check the status of change controls and cases. 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 Support 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.

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Monitoring Tools

Customer must allow Teradata to install and run Monitoring and Diagnostic Tools/Agents. These tools collect and notify Teradata of system data to aid in problem resolution, change control, and the analysis and reporting of system usage, as well as to detect system faults. The system usage data will not include Customer data.

If a monitoring service is purchased from the Teradata Success Services portfolio, Customer must allow Teradata to deploy Service Operations Reporting (SOR) on one of the Teradata managed servers. These agents will capture alerts, events and database performance metrics so that they can be displayed to the Customer in the Teradata Operations Management portal.

Teradata Support

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

Initial Problem Resolution

Customer must attempt to isolate and document problems and use Teradata Support to check for known corrections to a problem, track case statuses, to submit and update all Service cases 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.

Optional Services

Parts

On-Site Parts Service

With On-Site Parts Service, Teradata Customer Support and Services 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.

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.

Disk Drive Retention

With Disk Drive Retention Service, any failed disk or solid-state drive(s) (drive types will be specifically

identified in the maintenance &s 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.

Software Implementation

Vantage Limited Upgrade Service

With Vantage Limited Upgrade Service, Teradata will provide remote upgrade/update of Teradata Database, Teradata Managed Application (e.g. Viewpoint), and OS software releases as covered by a relevant order for which Customer has a valid license. The installation shall take place during the Remote and On-Site Hours of Coverage that apply to Severity 1 cases. All 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 Upgrade Service.

- Vantage Limited Upgrade Service is only available to customers with no more than 2 Teradata platforms or exclusively with Do-It-Yourself Cloud platforms

- Not all Teradata software products are eligible for Teradata Upgrade service (e.g. Teradata Analytic Applications, Hadoop).

- Customer must provide Teradata at least 28 days advance notice of a change to allow Teradata to develop and approve the appropriate change control plan.

- Customer is responsible for identifying the specific target software release to be implemented.

Teradata Vantage Limited Upgrade Service is not available for Public Cloud unless Teradata ServiceConnect remote connectivity solution has been implemented and, in such case, it only applies for Maintenance and Patches/fixes.

The specific Vantage Limited Upgrade annuity service options are identified below:

OnPremises & TD_VMware	All Teradata Database (except Do-It-Yourself Public Cloud),Teradata Managed Application, and OS software major (X) and minor (Y) upgrades, and all maintenance (Z)/patch (n) releases and all necessary fixes (Efix)
Do-It-Yourself Public Cloud	All maintenance (Z)/patch (n) releases and all necessary fixes (Efix)

BAR Software Implementation Service (SWI)

Teradata will provide remote implementation of BAR software releases covered by the relevant Order and for which the Customer has a valid license. BAR 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 cases. All such implementations shall follow Teradata's then-current change control management and implementation process and are subject to any remote connectivity requirements. Any operating system, firmware updates or other software upgrades are outside of the scope of BAR SWI. 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 SWI annuity service options are identified below.

BAR	Teradata BAR Extension (Data Stream Architecture (DSA) / Tier Archived Restore Architecture (TARA)) and the enterprise Backup and Recovery suite (NetBackup / NetVault) software and fixes

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Hadoop Appliance Software Implementation

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 cases. 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' 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	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.
	Teradata Managed Application, and OS software major (X) and minor (Y) upgrades, and all maintenance (Z)/patch (n) releases and all necessary fixes (Efix)
	Excludes any Hadoop Majors (X), Security or Professional Services that may be required as part of an upgrade

Teradata Success Services

Teradata offers Teradata Success Services to provide Customers with the ability to choose the level of service needed to keep their analytic ecosystem up and running and maximize their technology investment. Teradata Success Services build upon Teradata Premier Support and range from foundational platform enablement services, to proactive operational services and management. Teradata Success Services are subject to any remote connectivity requirements.

Customers with a Teradata Success Services contract on one or more installed Teradata platforms are entitled to a Teradata Education Checkbook based of Teradata's then current Checkbook allowance. The Checkbook can be used solely toward Teradata University subscriptions, web-based courses, public virtual instructor-led classes, or Teradata Certification exam vouchers.

- The Checkbook follows the start and end date of the service level agreement and must be used during the current contracted period. Checkbook balances will not carry forward.

- Training Checkbook dollars do not roll over after the end of the applicable services period. Any unused dollars remaining at the end of the services period will be forfeited.

- Written notice cancelling or rescheduling of a confirmed training class must be received no less than 10 business days or fewer before the training starts. Cancelling or rescheduling less than 10 business days will result in 100% debit of the training Checkbook or 100% payment of the agreed price, including any instructor travel expenses.

Teradata Essential

Teradata will deliver the following services as part of the Teradata Essential service for a Customer's platform. This service requires that the platform has Premier Support coverage and is only available for the Teradata database.

If a valid order for Essential is executed for the "Customer-Level" offering program, which entitles all of Customer's Teradata Database Platforms and associated Teradata supported BAR solutions to the Essential Offer, Customer must meet the following requirements to maintain eligibility to participate in the program: 1) Customer must have at least one Teradata platform on a current Teradata General Customer Availability (GCA) release; 2) Customer must have Essential coverage on all of its Teradata database platforms; and 3) After the initial year migration, Customer-Level pricing will only apply to platforms on General Customer Availability (GCA) release at the time of Support renewal.

Assigned Service Management

Teradata will identify technical resources that will be specifically assigned to provide Teradata Essential services to Customer.

The Customer Support Plan will identify the individual by name, identify the specific roles and accountability in delivering Services, and provide direct contact information.

For each Severity 1 problem, a Teradata Representative will conduct a "postmortem" analysis that includes a closed loop corrective action plan. The foregoing is only applicable to Teradata integrated hardware and software solutions provided by Teradata and does not apply to Public Cloud solutions. 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.

Availability Management Reporting

Teradata will make available to Customer, on a monthly basis via Teradata Support, 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 Support, 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 Product(s). Not available for systems with Premier Software Only, Public Cloud Support or Teradata solutions on non-Teradata supported hardware.

Change Control Management

With Customer's assistance and approval, 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 Field Retrofit Orders (FROs) and Teradata-installed Database 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, unless covered under the Essential "Customer-Level" program. This service only applies to maintenance and patch/fix releases for Premier Cloud Support platform products.

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All Change Control development is subject to the 28-day notification requirement and must be requested via the Teradata Support portal.

Critical Patch Review

On a weekly basis, for each certified release of a Teradata database, 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.

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.

Software Implementation

Remote installation will be provided by Teradata for all available supported releases of Teradata software and 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 cases.

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, unless covered under the Essential "Customer-Level" program. For Premier Public Cloud Do It Yourself (DIY) platform products, Software Implementation service only applies to maintenance releases and patches/fixes.

Performance Data Collection Reporting (PDCR) Configuration

PDCR (Performance Data Collection and Reporting) is a data collection application which provides data to support the understanding of database performance characteristics and workload utilization. Teradata will enable and configure the PDCR database and tool so that historic database and query performance can be captured allowing Customer to make optimal future workload, platform management, and consumption decisions.

Teradata will review and update PDCR on an annual basis. PDCR is Teradata version specific. Each time a major Teradata version update is released, PDCR must be updated. If at the time of the Teradata major release version upgrade, the customer has PDCR installed, Teradata will install and migrate Customer's PDCR data to the latest PDCR version. Essential services provide for one PDCR upgrade per year or provide for when a major PDCR update occurs. These services will be performed remotely and may be performed offshore.

Notes:

- *This service does not apply to Customer "altered" PDCR tools. Customer will be subject to additional fees if PDCR tools have been altered.*

- *Requires remote connectivity. At Teradata's discretion, this service may not be delivered due to certain remote and/or restricted access requirements by Customer that preclude delivery of the service.*

Software Release Management

On a quarterly basis, Teradata will review new certified Teradata maintenance release updates (Z) and fixes and patches (n), and if applicable to deployment, Teradata will recommend patches and releases that should be applied proactively to avoid possible failures.

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.

State of Health Reporting

Teradata will provide access to a "Platform Health Check" report that is accessible on https://support.teradata.com to identify potential errors or issues that need to be addressed. Platform Health Check findings and recommendations will also be reviewed during Operational reviews described below. This service does not apply to BAR software products.

Support Performance Reporting

Teradata will make available to Customer, monthly via Teradata Support, a service performance report that identifies the response and resolution time for each case submitted to a Teradata Service Center. The reports will provide statistics for all Teradata cases opened and closed during the reporting period, including the number of cases 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 case closed during the reporting period, including the severity status of the call, average problem resolution times, and the percentage of case calls closed within the guidelines. Additional statistics will be included at Teradata's discretion.

If Customer does not have access to Teradata Support, a service performance report will be provided quarterly.

Service 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 service performance, review summary results from any "Platform Health Checks", review critical technical alerts, and discuss potential future changes to Customer's 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.

Teradata Viewpoint Setup and Review

Teradata Viewpoint provides a web-based interface for managing and monitoring Teradata platforms. The service includes the following activities:

- Configure up to 3 Viewpoint shared pages and up to 25 alerts for the Customer based on best practices. This activity will be done only on systems covered under the Essential contract.

- Mentor up to 5 customer users so that they understand how to best utilize the Viewpoint configuration to monitor and manage their system(s).

- Conduct an annual review and audit of Customer's Viewpoint setup following, the initial activity, and adjust as needed.

Notes:

- *For Teradata to deliver this service offering, it is assumed that Customer already has an existing Viewpoint setup, and the Teradata systems are connected to Viewpoint. Customer is responsible for any ongoing management of portlets, shared pages, monitoring of Viewpoint alerts, and any actions that need to be taken to ensure connectivity.*

- *Requires remote connectivity. At Teradata's discretion, this service may not be delivered due to certain remote and/or restricted access requirements by Customer that preclude delivery of the service.*

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Teradata Performance

In addition to the services included in Teradata Essential, Teradata will deliver the following additional Services as part of the Teradata Performance service for a Customer's platform. This service requires the platform has Premier Support coverage and is only available for the Teradata database.

Basic Database Health Checks

On a weekly basis, Teradata will perform database health checks based on best practices to ensure database availability.

Database Monitoring

Teradata will setup automated alerts and thresholds to monitor the database and platform for trends and report issues to customer as soon as they are discovered.

All alerts will be consumed and displayed in the Teradata Operations Management (TOM) portal, which is accessible via Teradata Support.

Database Performance Reporting

Teradata will make available to Customer, online database performance reports that show how the platform is running month over month. Reports show database performance in terms of CPU utilization, space growth, query performance and throughput. These reports are based on PDCR data and will be viewable through the TOM portal.

As part of this service, Teradata will report monthly:

- Collect and report monthly system usage statistics, performance and capacity data
- Report performance and capacity of the Teradata database environment
- Space usage trend reports by database
- Checktable, packdisk, and scandisk results
- Resource usage reports

DBA Advisor On-Demand

On an as-needed basis, not to exceed 16 hours per quarter, Customer will have access to Teradata database experts to address Teradata database questions. Customer may request to speak to a DBA, workload management or performance expert to enhance their knowledge and skills.

Customer cannot use the experts to perform any actual tasks or work on the system.

Hours do not roll over after the end of the applicable services period. Any unused hours remaining at the end of the quarter will be forfeited by the Customer.

All requests will be made through Teradata Support and is subject to the 48-hour local business day notification requirement.

Once a request is made, Teradata will schedule a remote meeting/call with the expert during Customer local business hours.

Self-Service: Users, Objects & Space Management

Teradata will make available to Customer access to the TOM self-service portal which will enable the customer DBAs to perform certain management functions for Teradata database objects, user and space.

To enable this functionality Teradata will deploy the TOM agent on a Teradata Managed Server (TMS) or any other services that the customer will provide within the customer environment. Customer will be required to provide appropriate network access to enable communication between the agent and portal.

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Teradata Optimize

In addition to the services in Teradata Essential and Teradata Performance, Teradata will deliver the following services as part of the Teradata Optimize service for a Customer's platform. This service requires the platform has Premier Support coverage and is only available for the Teradata database.

All Teradata Optimize engagements begin with an initial transition phase. In this phase Teradata consultants work with the customer to accomplish the following:

Jointly validate Ecosystem Baseline Metrics, including, but not limited to, object counts, case and change metric counts.

Jointly agree upon support and escalation processes including but not limited to:

- Case and Problem Management

- Change Management

- Configuration and Release Management

- Service Requests and Work Orders

- Communication and Escalation Management

- Resource Management

- End User Support Requests

Jointly develop a Customer Optimization Plan to serve as a guide to the Teradata consultants in the delivery of the services. This plan will document the customer procedures and processes, the timing and frequency of the services to be provided, and the roles and responsibilities of all parties involved in the delivery of the defined services.

Perform knowledge transfer of the Customer's ecosystem which includes knowledge of existing development processes, operational processes, tools and technologies, business processes and application customizations etc.

Validate connectivity for remote resources to Customer's ecosystem

This transition period will serve to:

- Allow Teradata consultants to gain hands on knowledge and experience with Customer's specific Teradata Environment

- Provide Teradata consultants with an understanding of the Customer's infrastructure and support processes

- Introduce Customer personnel to Teradata consultants

Unless otherwise specified, services will be delivered remotely. Teradata lists a set of tasks under its responsibility which our consultants may perform during delivery of services. Customer and Teradata will exercise diligence to prioritize the required tasks to fit the agreed upon coverage hours and case/ticket volumes.

Teradata DBAs will utilize well-known best practices that have been refined over the years to make sure that the Customer's database is running optimally. Their findings, recommendations and best practices methodology will be shared with the customer so that changes may be implemented as necessary.

Customers can submit Optimize service tickets and/or changes through the Teradata Operations Management (TOM) Portal – available 24 hours a day, 7 days a week, 365 days a year. Teradata will respond to tickets during the chosen customer primary coverage window. If customers submit tickets outside their primary coverage window – that is, during their secondary coverage window – Teradata will investigate and resolve only S1 critical cases and respond to all other tickets the next business day.

If customers exceed the monthly limits for their primary coverage window, Teradata accommodates

excess tickets by up to 5% of the threshold and responds by severity. If tickets exceed the monthly limit more than two consecutive months, Teradata may suggest the customer use a different level of support.

Primary Coverage Window	Monthly Limits	
	Tickets	Changes
24-Hour Shift Monday – Sunday (All hours)	315	40
16-Hour Shift Monday – Sunday	210	25
16-Hour Shift Monday – Friday	130	20
12-Hour Shift Monday – Friday	95	15
8-Hour Shift Monday – Friday	65	10

As part of the ongoing Optimize services, Teradata will perform proactive and request based task related to the following functional areas

Teradata offers remote DBA Operations Support via the Optimize Success Service. This service is delivered with 5 primary coverage windows. During the primary coverage windows, all ticket severities will be worked, with priority given to the highest priority and production systems. During the secondary coverage window, defined as all hours outside of the primary coverage window, severity 1 tickets will be worked

For Teradata to provide support services it is required for Customer to provide operational baseline metrics, whenever possible.

Hours of Coverage and Response Times		
Option	Remote Support Coverage	Response Times
24x7 Primary Coverage Window	24 hours a day, 7 days per week, for all cases with priority given to the highest priority and production systems	Primary Coverage Window: 30-minute response for severity 1, 60-minute response to all other severities
16x7 Primary Coverage Window	16 hours a day, 7 days per week, for all cases with priority given to the highest priority and production systems Severity 1 only tickets will be worked outside of the above window (Secondary Coverage Window)	Primary Coverage Window: 30-minute response for severity 1, 60-minute response for all other severities Secondary Coverage Window: 60-minute response for severity 1 only
16x5 Primary Coverage Window	16 hours a day, 5 days per week, for all cases with priority given to the highest priority and production systems Severity 1 only tickets will be worked outside of the above window (Secondary Coverage Window)	Primary Coverage Window: 30-minute response for severity 1, 60-minute response for all other severities Secondary Coverage Window: 60-minute response for severity 1 only
12x5 Primary Coverage Window	12 hours a day, 5 days per week, for all cases with priority given to the highest priority and production systems Severity 1 only tickets will be worked outside of the above window (Secondary Coverage Window	Primary Coverage Window: 30-minute response for severity 1, 60-minute response for all other severities Secondary Coverage Window: 60-minute response for severity 1 only

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Hours of Coverage and Response Times		
Option	Remote Support Coverage	Response Times
8x5 Primary Coverage Window	8 hours a day, 5 days per week, for all cases with priority given to the highest priority and production systems	Primary Coverage Window: 30-minute response for severity 1, 60-minute response for all other severities
	Severity 1 only tickets will be worked outside of the above window (Secondary Coverage Window)	Secondary Coverage Window: 60-minute response for severity 1 only

Database Operations and Administration

Teradata will maintain the Teradata database structures, space, users, purge jobs and alerts associated with the Teradata environment. As used here, the term "maintain" means to add, delete, or modify Teradata database structures as required. The operations will involve the monitoring of alerts, queries, locking logger, access locks and database performance.

Database System Administration

As required, Teradata will add, delete, or modify users, directories, access rights, disk space and processes that are associated with the underlying OS on the Teradata Platform (e.g. Cron jobs, etc.).

Database Performance Tools Operations

On a periodic basis, Teradata will utilize best practices, tools and automation to improve and manage the performance database. Focusing on, analyzing and fixing performance problems resulting in saving CPU, IO, space and providing a more stable platform with better response times.

Provided Teradata Active System Management (TASM) (i.e. workload management tools) is installed and configured, Teradata will maintain the Teradata Performance tool settings of the data warehouse environment on an ongoing basis. The Teradata Performance tools included as part of this service are Teradata Viewpoint alerts, Teradata Priority Scheduler Facility and Teradata database workload management tool settings.

Teradata Database Optimization

Teradata will monitor and analyze the database activity, mix of queries/jobs, query/job priority, etc., to identify performance tuning opportunities as part of the monthly system and performance report. Set up of the workload management environment is outside of the scope of this contract. Performance optimization activities will be taken up by DBA based on available band width.

Backup and Restore (BAR) Operations & Administration

BAR Environment Administration

As required, Teradata will add, delete, or modify existing Teradata processes associated with the BAR environment. Teradata will monitor the operations of the BAR processes within the agreed upon coverage window and respond to any Backup related cases.

Teradata will also report any backup or restore failure and attempt to restart correct any failures as needed. Teradata will report monthly backup statistics.

BAR Operations

As required, Teradata will monitor the operations of the BAR processes within the agreed coverage window and respond to any backup related cases.

Teradata will execute, monitor, repair, and restart backup/restore jobs as required and monitor BAR processes for successful completion and troubleshoot when necessary.

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Customer Optimization Plan

Teradata will provide Customer with an optimization plan that includes a compilation of the procedures and operations executed by an administrator or support team for a Teradata environment. The optimization plan is jointly created by Teradata and the Customer team and documents, in detail, the operational aspect of the Teradata environment. It is not meant to be a detailed job run book for database jobs/process.

The optimization plan will be reviewed with Customer annually and updated as necessary by Teradata.

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