Service Description

Introduction:

The Support Levels and the Supplementary Services described in this document shall be explained to the Customer at the beginning of the contractual relationship in the form of an "Onboarding Document" (PDF), or, if desired, in a personal "Onboarding Call". The purpose of the Onboarding is to describe the Support Services and Support Channels to the Customer as precisely as possible.

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

- Online Support Portal with customer PIN and user roles
- Technical Support Hotline (with customer PIN)
- Software download area
- Exasol Community, incl. Knowledge Base, Discussion Forum, Roadmap, Ideas

1. Support

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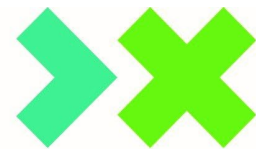
1.1. Overview of Support Levels

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

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

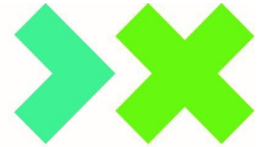### 1.2. Short Description of Support Services

Access to Technical Support	Contact Exasol Technical Support:
	
	- **Email:** By sending an email to service@exasol.com and describing the problem.
	- **Online:** Using the Online Support Portal to create new tickets and updating existing tickets.
	- **Phone**: Speaking to a member of the Support team by calling:
	  - Toll America: +1 415 363-5510
	  - Toll Europe/Rest of the World: +49 911 2399-110
	  Please have your Customer PIN prepared when calling for the first time.
	
	See also https://community.exasol.com/support.

Exasol Community and Knowledge Base	- Access to the Exasol Community, which includes the Knowledge Base as well as other features such as Discussion Forum, Documentation, Roadmap, etc.
Maintenance (cf. Section 3)	- Rectification of Software Errors by providing software that modifies or supplements the designated software.

	- Access to current software versions. - Customer maintenance times are defined in the agreement between Exasol and the Customer and are relevant for the rectification of Software Errors. - For Europe/Berlin (CE(S)T): Monday to Friday 08:00-18:00 but not on German national holidays. In the period from 24.12. to 31.12. the times shall be Monday to Friday 09:00-12:00 (Europe/Berlin – CET). - For USA (Atlanta - EST/EDT): Monday to Friday 08:00-18:00 (Atlanta - EST/EDT), but not on national US holidays.
Root Cause Identification	- A support employee will spend 30 minutes with the Customer to try to identify the root cause of a problem.
Incident Support 24/7 (cf. Section 4)	- Disruption rectification via remote support. - Service times of Incident Support are 24/7.
Monitoring (cf. Section 5)	- Software-based status and event monitoring. - Automated reporting system including a multi-level escalation strategy.
Yearly Health Check	- A yearly service to check if the Customer's system is up-to-date and configured according to best practices, and to analyse database performance key performance indicators (KPIs).
Operating Your System	- Planning and installation of clusters. - Daily tasks such as: Cluster Administration, User Management, Backup Management, Patch Management. - Analysing cluster statistics (no user data) to understand and report back to the Customer as well as providing best practices on how to deal with those. - Get Top SLA for "Critical" tickets such as individual reaction times as well as 24/7 processing time.
Deep Onboarding Project	- Helping the Customer in identifying the best platform suitable for his setup. - Doing a sizing to match the Customer's requirements as well as to cope with the future growth. - Workshops to identify and address on demand technical business cases such as loading data into Exasol, connecting to own monitoring platforms, connecting to S3 buckets etc. - On-site or remote instructor-led training that cover the Customer's requirements. These can be either from Exasol's portfolio (see Exacadamy) or customized.
Service Delivery Manager	- A dedicated Service Delivery Manager on the Customer's side, who is a key contact and supports the Customer with its daily challenges (such as Capacity Management, Change Management). - Onboarding Assistance - Escalation Manager

1.3. Short Description of Supplementary Services

Cluster Setup Service (cf. Section 6.1)	- Sizing, planning, installation, and configuration of an Exasol Cluster. - Delivery of access data and introduction to the important functions.
Cluster Administration Service (cf. Section 6.2)	- Assumption of operation-supporting tasks for regular maintenance of the system.
Professional Services (cf. Section 6.3)	- Consulting services delivered in accordance with the subject matter and to the extent as described in the quote and is booked on a daily basis. This service includes areas such as data model architecture, performance tuning, ETL (extract, transform, load)/ELT (extract, load, transform) processes, database migration, network and cluster architecture, up-/down-/out-scaling or disaster recovery (DR) concepts.
Performance Service (cf. Section 6.4)	- Analysis of the Customer's system statistics by an Exasol specialist and performance consulting. - Bookable as "Capacity Reporting", "Performance Basic" and "Performance Premium"
Training (cf. Section 6.5)	- Team Training: Instructor led training. - Individual Training: Instructor led training. - Online Training: Trainings available in the Exacademy portal.
ExaCloud Hosting Service (cf. Section 7)	- Fully managed platform hosted on Exasol infrastructure at a certified, EU-based data center.

ExaCloud Support	- Only included in combination with an ExaCloud license. - Includes: Support Level "Gold", Cluster Setup Service, Cluster Administration Service and Monitoring.
Appliance Hardware Support (cf. Section 8)	- An Exasol Appliance is a preconfigured system consisting of the Exasol Software pre-installed on the Appliance hardware purchased from Exasol Hardware repair or replacement by subcontractor/hardware manufacturer Dell according to the selected Dell Support Level.

2. Issue Categorization

2.1. Issue Classification:
If problems occur at the Customer in connection with the use of the Exasol database, these can be reported to Exasol in the form of "Issue Notifications". Exasol will then perform a Root Cause Identification (RCI) to classify the Issue. The classification may result in one of the following categories:

2.1.1. Software Error
A "Software Error" is assumed if the Exasol Software does not have the functionality specified in the documentation or which was contractually agreed upon. Rectification of such is covered by Maintenance (cf. Section 3).

2.1.2. Incident (Disruption)
An "Incident" is an event that is a deviation from the standard operation of the system, and which leads to an interruption or disruption of such standard operation (e.g., a database instance does not accept connections, a backup cannot be created, or one or more hardware components are defective). Rectification of Incidents is covered by "Incident Support 24/7" (cf. Section 4).

2.2. Issue Priorities
2.2.1. Issues are categorized into the following priorities:
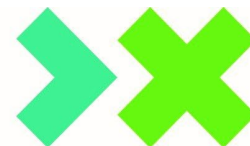Critical, Major, Normal, Minor.

2.2.2. Priorities are categorized according to loss of service quality, e.g., "service does not react" as well as loss of availability, e.g., "service not available".

2.2.2.1. Critical

Subject	Definition	Examples
Quality and Availability	Business-critical processes are no longer available. No quick, temporary solution exists.	- Connection to database not possible, database service not available. - Database does not start due to disk space problems. - Database does not start after update. - VPN Tunnel does not function, and a database connection is therefore not possible.

2.2.2.2. Major

Subject	Definition	Examples
Quality	Important functions and/or access to the database are severely compromised. Working with the database is only possible to a limited extent.	- Backup processes lead to a loss of performance. - Database memory overflow. - Database requests (Queries) significantly slower after a version update.

2.2.2.3.   Normal

Subject	Definition	Examples
Availability	Does not apply to critical business processes but has an operational impact. No direct impact on database availability. A temporary solution is possible.	- Database requests (Queries) cause an Error, but there is no direct impact on the general availability of the database. - Transaction errors. - A database server error leads to a loss of cluster redundancy.

2.2.2.4.   Minor

Subject	Definition	Examples
Neither Quality nor Availability	An error that has no or only minimal effects, or other minor disruptions or impairments, product questions. No impact on business processes.	- Planned activities: Migrations, version updates, firmware import. - Questions regarding products and functions - Installations and consulting.

2.2.3.   The priority is initially specified by the Customer. If the Customer does not specify the priority, the Issue Notification will be assigned "Normal" priority. The priority may change during processing.

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

2.3.   Issue Qualification

2.3.1.   An issue must be raised by the Customer via one of the three access methods. If the Notification is made by phone, the Customer is obliged to subsequently create a ticket via the Online Support Portal.

2.3.2.   Incidents must principally be reported via the Online Support Portal or by email to service@exasol.com. Outside the maintenance times per Section 1.2, the notification must additionally be made by phone. If Exasol receives an automated "Incident Notification" (via monitoring), an Issue Notification from the Customer is not required.

2.3.3.   The qualification of a notification is achieved if the following criteria are fulfilled:
-      A **ticket** has been created
-      The **description** clearly depicts the issue and, if applicable, which activity led to the occurrence of the issue
-      The ticket contains the following information:
        - Time and date of the issue occurrence
        - Affected database
        - Affected cluster
        - Session ID affected (if applicable)
   - Error message (if applicable)
        - Priority was set

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

3.   Maintenance (Software Servicing)

3.1.   Service Description

3.1.1.   Exasol shall provide the following maintenance (software servicing) beyond its defect warranty obligations irrespective of the Support Level selected:
-      Rectification of Software Errors by providing software that modifies and/or supplements the existing Exasol Software within maintenance times (cf. Section 1.2)
-      Maintaining access to Technical Support (cf. Section 1.2)
-      Personalized access to the Support Portal
-      Access to current software versions (cf. Section 3.2)
-      Access to current documentation
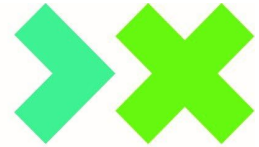
3.1.2. Exasol shall provide the services for Software Error rectification within the scope of care as is customary in the industry and in accordance with the following provisions:
- Issue Qualification (cf. Section 2.3)
- Allocation of issue priority (cf. Section 2.2)
- Processing of the issue by Exasol per the corresponding reaction times (cf. Section 3.3) and processing times (cf. Section 3.4)

3.1.3. If the error is not a software error within the meaning of section 2.1.1 and if the Customer's request or the processing by Exasol is not covered by the booked support level (for example in case of Support Level "Silver") or any other booked service, Exasol may invoice for the processing at its usual hourly rates (as of 7/2021: 400 EUR/hour resp. 500 USD/hour, depending on the agreed currency). If no Software Error exists, the response and processing times defined below shall also not be applicable.

3.2. Life-Cycle Management (Software Versions)

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

3.2.2. The following format is used for version identification:
- Major
- Minor
- Bugfix

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

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

3.3. Reaction Times

3.3.1. Depending upon the booked Support Level and issue priority, the following reaction times are defined.

Silver	Gold	Platinum
Critical: 6h	Critical: 4h	Critical: 2h
Major: 12h	Major: 8h	Major: 4h
Normal: 48h	Normal: 24h	Normal: 12h
Minor: 120h	Minor: 48h	Minor: 24h

3.3.2. For issue priority level "Critical" the reaction Times apply 24/7.

3.3.3. Within the reaction time, the Customer shall receive an acknowledgment of receipt of the issue. The reaction time within the maintenance times according to Section 1.2 shall be calculated as the time difference between the Customer's issue notification via the Online Support Portal and the acknowledgement by Exasol to the Customer.
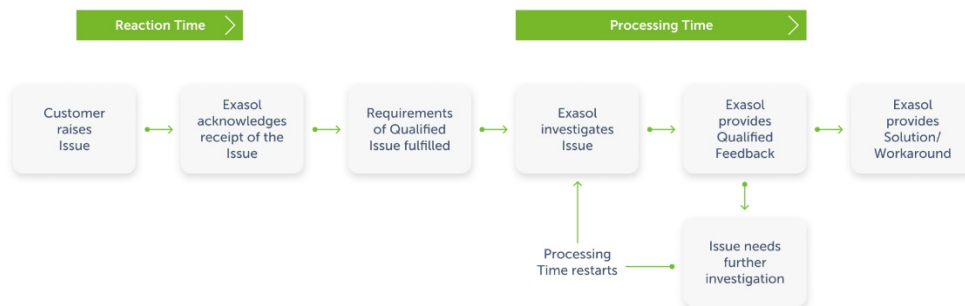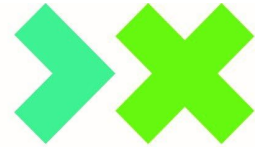
3.3.4. If the Customer has not yet raised a Qualified Issue (cf. Section 2.3.3), the Customer is obliged to provide additional information concerning the issue (e.g., provision of client logs, identification of session IDs, etc.). If Exasol has a VPN connection already available, Exasol will independently obtain additional information, such as log files, etc., in order to start processing the request as quickly as possible.

3.4. Processing Times

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

3.4.2. Qualified Feedback
If the problem is verifiable, Exasol shall inform the Customer within the processing time whether the problem is a Software Error and shall provide an assessment when a solution shall be available or when the error shall be rectified. If the problem is not verifiable, Exasol shall inform the Customer about the status and next steps of the Root Cause Identification. This may include requests for additional information or to conduct tests in the affected environment.

3.4.3. If a Software Error exists, the Customer shall be regularly informed on the progress of the error rectification within defined processing times (cf. Section 3.4.4).

3.4.4. Exasol shall make reasonable commercial efforts to comply with the following processing times, calculated from receipt of the Qualified Issue to dispatch of the qualified feedback:
- Critical: 4 hours
- Major: 8 hours
- Normal: 24 hours
- Minor: 72 hours

3.4.5. For Software Error rectification (cf. Section 2.1.1) the processing times are the maintenance times specified in Section 1.2

3.5. Implementation of workaround or solution

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

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

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

3.6. Maintenance Execution

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

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

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

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

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

4.1. Service Description

4.1.1. Within the scope of disruption rectification, Exasol will, in the event of an Incident (disruption) (cf. definition in Section 2.1.2), initiate all necessary activities to restore standard operation of the Exasol Cluster as quickly as possible.
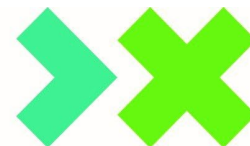
4.1.2. For issue priority level "Critical" the service times are 24/7, for all other issue priority levels the maintenance times (cf. Section 1.2) apply. The Exasol Technical Support is available 24/7 by phone.

4.1.3. Exasol shall provide Incident Support within the scope of care as is customary in the industry and in accordance with the following provisions:
- Issue notification (cf. Section 2.3.2)
- Allocation of priority (cf. Section 2.2)
- Acknowledgement (cf. Section 4.2)
- Processing (cf. Section 4.3)

4.2. Reaction Time

The reaction times according to Section 3.3.1 apply. Within the reaction time the Customer shall receive an acknowledgement (cf. Section 3.3.2).

4.3. Incident Processing / Processing Times

4.3.1. Once all necessary information concerning the Incident is available and a VPN connection to the system is established, Exasol shall begin working on rectification. Otherwise, Incident processing can first begin once the Customer has provided access to the system or has provided the required additional information, e.g., provision of client logs, identification of session IDs, etc.

4.3.2. Depending upon the priority, the processing times, according to Section 3.4.4 apply, calculated from receipt of the Qualified Issue to dispatch of qualified feedback.

4.3.3. If the cause of the disruption is a Software Error within the meaning of Section 2.1.1. a Qualified Issue shall be prepared within the scope of Incident Support; however, the software rectification shall not be within the scope of Incident Support, but within the scope of maintenance.

4.3.4. If occurring disruptions result from improper use of the Exasol Software or use of an unsuitable infrastructure (e.g., the Customer does not have sufficient storage space for data backup in the cluster, an accepted solution is not implemented), Exasol reserves the right to charge and invoice for the additional efforts expended.

4.3.5. If the measures for incident rectification are outside of Exasol's area of responsibility, the incident processing will be concluded with a recommendation for action (e.g., provision of enough storage space for backups, hardware servicing, execution of SQL commands in the database within the scope of a workaround, etc.).

4.3.6. If Support Level Gold or Platinum has not been agreed upon and the Customer wishes for Incident processing, Exasol may charge and invoice the processing at its customary hourly rates (as of 7/2021: 400 EUR/hour resp. 500 USD/hour, depending on the agreed currency).

5. Monitoring

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

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

6. Supplementary Services

6.1. Cluster Setup Service

6.1.1. The following services are included:
- Exasol cluster installation
- Planning and sizing
- Node configuration
- Cluster network configuration
- Storage configuration
- User creation in EXAoperation for cluster administration and monitoring
- Creation and configuration of database instances
- Backup configuration
- Transferring the access data for the database instances

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

6.1.3. The Cluster Setup Service is provided during maintenance hours (see section 1.2.)
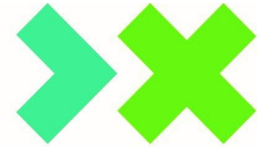
6.2. Cluster Administration Service

6.2.1. Cluster Administration Service comprises operation-supporting tasks for the regular maintenance of the system during maintenance hours (see section 1.2.) and includes the following services:

- Update service for Major, Minor and Bugfix versions
- Node management
- Creating and installing a node
- Adding/removing a reserve node to a database instance
- Cluster upgrade
- Management of database instances
- New creation/deletion of a database instance
- Starting/stopping a database instance
- Creation of backups
- Restoration of backups

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

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

6.3. Professional Services

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

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

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

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

6.3.5. If a confirmed scheduled date is cancelled by the Customer, new planning shall be made as described in Section 6.3.4.

6.3.6. If the Customer does not invoke the service on the agreed date, the claim for provision of such service expires. In such case, Exasol reserves the right to charge and invoice 80 % of the agreed upon price and any travel costs incurred and not cancellable. Professional Services are billed by person days.

6.3.7. A person day consists of eight hours. Person days that are performed to a lesser or greater extent will be billed pro rata on an hourly basis.

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

6.4. Performance Service

6.4.1. Performance Service can be booked as "Capacity Reporting", "Performance Basic" and "Performance Premium".
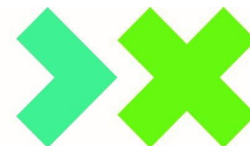
	Capacity Reporting	Performance Basic	Performance Premium
KPI Report	✓	✓	✓
Delivery	Via screenshare session	Via screenshare session	Via screenshare session
Source	DB statistics	DB statistics	DB statistics
Frequency	Quarterly	Quarterly	Quarterly
Ad-Hoc Analysis	X	✓	✓
Delivery		Via ticket	Via ticket
Source		Depending on issue to be analyzed	Depending on issue to be analyzed
Frequency		On demand	On demand
Max Effort		6 person days/year	18 person days/year

6.4.2.   KPI Report

6.4.2.1.   During KPI Reporting an Exasol database specialist reviews several database performance KPIs such as license and database usage, database size and growth, raw data size/RAM comparison and recommendation, index size, cluster resource utilization and SQL execution durations.

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

6.4.2.3.   For Capacity Reporting, an in-depth analysis into database-wide bottlenecks is not included. For Performance Basic and Performance Premium, any such in-depth analysis shall be covered via "Ad-Hoc analysis" and is booked against the Max Effort described in section 6.4.3.4.

6.4.3.   Ad-Hoc Analysis

6.4.3.1.   For both Performance Basic and Performance Premium, Exasol support will analyze incoming performance requests on-demand. This analysis could include (but is not limited to) the following topics:
-      Identify and improve query runtimes
-      Optimize queries
-      Optimize ETL Processes
-      Optimize Distribution Keys and Replication Borders

These analyses are subject to a Maximum Yearly Effort defined in 6.4.3.4.

6.4.3.2.   The Customer must open a ticket (Request type "Task", category "Performance Check") to trigger this service.

6.4.3.3.   By default, the investigation results are delivered via ticket. On request, the investigation results can also be discussed further in a call or screenshare session.

6.4.3.4.   For Performance Basic, all Ad-Hoc analysis is subject to a maximum cumulative effort of 6 PT per year. All Analysis is booked against this contingent. For performance Premium, all Ad-Hoc analysis is subject to a maximum cumulative effort of 18 PT per year. All analysis is booked against this contingent.

6.4.4.   Gathering System Statistics

6.4.4.1.   The provision of system statistics from the Customer to Exasol is a pre-requisite for the delivery of the Performance Service. This applies to Capacity Reporting, Performance Basic and Performance Premium.

6.4.4.2.   The installation of the automated data delivery is part of the initialization phase of the Performance Service. During the initialization phase, a representative from Exasol and a representative of the Customer set up the appropriate, automated data submission service. Depending on the Customer situation, this can be either push or pull.

6.4.4.3.   Should the automated data submission service not be available, it is exceptionally possible that the Customer provides this data manually via ticket or Email. The data needs to be submitted at least 2 weeks prior to the scheduled screenshare session.

6.4.4.4.   Data submitted is technical metadata in nature and does not contain sensitive or private data. Data is always submitted encrypted.
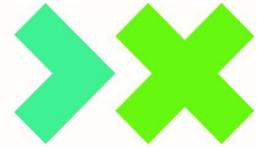
6.5.   Training

6.5.1.   Training content and conditions

6.5.1.1.   Exasol offers Individual Training, Team Training or an Online Training (via the Exacademy portal). Detailed information on subject, content, and duration of standard training classes as well as certifications can be found on the Online Training Page.

6.5.1.2.   Training is held in English language. Any training material is in English.

6.5.1.3.   If, in deviation of the standard training classes, customer-specific or special topics shall be covered in a training, such individual training is subject to the provisions for Professional Services (cf. Section 6.3).

6.5.2.   Location and Time of Team Training

6.5.2.1. Team Trainings may be held either in Exasol´s office facilities or in another location chosen by the Customer. If the latter occurs, the Customer shall provide suitable rooms and facilities, in particular a separate room with a projection surface for a projector. If a projector is not available, Exasol must be informed in advance. If the Customer does not meet the aforementioned conditions, training cannot be conducted, however, the costs will be charged.

6.5.2.2. The training durations are a maximum of 8 hours per day. Unless otherwise agreed, the courses start at 9 AM and end at 5 PM. Lunch breaks will be held as agreed.

6.5.3. Fees

6.5.3.1. The fee for a Team Training is stated in the quote and includes course papers, certification fees and a certification document from Exasol (if the participant passes the knowledge assessment or examination administered by Exasol at the end of the training). If the Customer chooses a Training outside of Exasol´s office facilities, the costs for travelling, overnight stays and other expenses of the course instructor(s) will be invoiced separately, according to the actually incurred expenses as evidenced by respective records and receipts.

6.5.3.2. The Online Training is free of charge. For a certification after an Online Training, a certification fee will be charged.

6.5.4. Cancellation

6.5.4.1. Exasol reserves the right to cancel a Team Training under reasonable conditions (e.g., the instructor is unable to attend for any reason or cases of force majeure). Exasol will inform the Customer of the cancellation and the appointment will be postponed. If the Customer cancels the Team Training less than three days before the planned date, the provision in Section 6.3.6 shall apply.

6.5.5. Property Rights

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

6.6. Time Periods for supplemental services

The agreed upon supplemental services contained in the quote will normally be performed within the maintenance times (cf. Section 1.2). Upon agreement, such services can be performed outside of the maintenance times.

7. ExaCloud Hosting Service

7.1. Scope of Performance

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

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

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

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

7.2. Maintenance Window

7.2.1. The following maintenance tasks are provided:
- Required maintenance: Periodic necessary servicing shall be performed on the network and processing center infrastructure. Notice of such servicing shall be provided at least 72 hours beforehand and shall, where possible, be performed at off peak hours.
- Services upon customer request: In such instances, the maintenance windows shall be mutually agreed upon and performed during such planned timeframe.
- Emergency servicing: Such consist of critical, unplanned work which is required to avoid or minimize damage or losses, e.g., security problems or reduced performance.

7.2.2. During the performance of servicing per the above Section, no reaction time and/or processing times in the sense of Sections 3.3, 3.4, 4.2, 4.3 shall be applied.
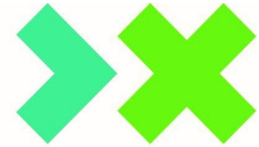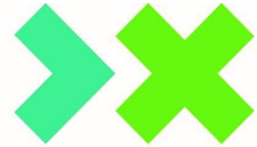
8. Appliance Custom - Appliance Hardware Support

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

8.2. The access to Technical Support available to the Customer, cf. Section 1 shall also apply to the notification of hardware errors in the Appliance („Hardware Errors"). The reaction times in Section 3.3. also apply to Hardware Errors.

8.3. Dell Service Description: The country-specific service specifications (the site where the Dell Hardware is located) according to the selected **Dell Support Level** (per the particulars in the quote) are applied for rectification of Hardware Errors cf. link in the Glossary in Section 10
An example for a German customer at Support Level "ProSupport Next Business Day": Select Germany, Commercial Service Contracts, Support Service, Dell ProSupport for Client and Enterprise.

8.4. The provision by Exasol of Appliance Hardware Support is preconditioned that hardware data is encrypted or that the Customer has ordered the "Keep Your Hard Drive" service. The installation of an Appliance/system by Exasol shall principally be encrypted.

9. General Provisions

9.1. Cooperation and Customer Responsibility

9.1.1. Prior to execution of the contract, the Customer is obliged to coordinate with Exasol on which hardware or any other IT infrastructure (and its specifications and/or configurations) the initial software will be installed or operated. Should the Customer plan material changes to the hardware and/or IT environment after execution of the contract, such shall be timely coordinated with Exasol for purposes of optimal software operation prior to the planned implementation thereof.

9.1.2. The Customer shall receive an Onboarding document after execution of the contract and shall thereupon nominate suitable and sufficiently authorized employees who will be available to Exasol as contact persons for the execution of the booked services ("Maintenance", "Incident Support 24/7" and any supplementary service) and who shall be able to make necessary decisions as well as initiate measures (service roles).

9.1.3. With regards to maintenance and operation, the following contact persons are to be named:

- "MyExasol User Managers" for managing access to customer-specific support pages.
- "Decision Makers" who are authorized to place orders with Exasol or to book services, e.g., update to the current version, restore a backup, etc.
- "Incident Managers" who are to inform Exasol in the event of an Incident and who can assist Exasol in the processing of Incidents within the meaning of Section 4
- "Version Information Recipients", who receive the release e-mails.

9.1.4. The Customer must ensure that it carries out regular data backups which consider the significance and relevance of the data for its business operations. It is recommended to create a full backup once a week and to safely store it until the next one is completed, whereby a differential backup should be created daily. The backup copies can be stored in the cluster but, in addition, at least one copy should also be stored outside of it.

9.1.5. Exasol periodically issues new releases. The Customer is obliged to update its installed software in a timely manner (Patch Management). An upgrade may possibly imply downtime.

9.1.6. Unless otherwise agreed, services are limited to the Exasol Cluster. The Customer is responsible for the provision and maintenance of a suitable infrastructure outside the cluster (e.g., external data backup, staging server, administration of clients).

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

9.2.1. Unless otherwise specified, services are provided remotely.

9.2.2. A VPN Tunnel is required to provide the following services:
- Performance Service
- Monitoring
- Administration of the cluster within the meaning of Section 6.2.

9.2.3. For the provision of services, generally, no privileged log-in to the database is required. If privileged access is required (e.g., for a major update), Exasol shall inform the Customer separately.

10. Glossary

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