



## YOTILLA SUPPORT POLICY

### 1. OVERVIEW

This Yotilla Support Policy (the “Support Policy”) describes maintenance and support services provided by Exasol for the Exasol Yotilla Service, available at the AWS marketplace. The Support Policy is incorporated into the End User License Agreement (“EULA”), available at <https://www.exasol.com/terms-and-conditions/> by reference.

Access to Technical Support	Yotilla Portal: By opening a ticket via the help menu in the Yotilla Portal page (Help > Support).  If the Yotilla Portal should not be available, then contact our support hotline (00499112399110). Please keep your Organization ID, provided in the welcome mail, ready.
Yotilla interface	Yotilla Portal, available at the Yotilla webpage provided by email > Yotilla instance – Accessed via the Yotilla Portal
Documentation	<a href="https://docs.exasol.com/yotilla/latest/home.htm">https://docs.exasol.com/yotilla/latest/home.htm</a>
Incident Support (cf. 3.1)	Reaction Time within 4 hours during German Business Hours.  Standard Incident support during German business hours.  German business hours are from Monday to Friday without bank holidays from 09:00 CET – 17:00 CET (“German Business Hours”)

### 2. DEFINITIONS

For purposes of this Support Policy, the following terms have the meanings set forth below. All capitalized terms not defined in this Support Policy shall have the meanings given in the EULA.

“Organization ID” is the identifier of user’s account.

“Customer” means the business entity using the Service under the EULA.

“Data warehouse” or “Yotilla managed data warehouse” describes all the schemas, tables, views and data either created, controlled or managed by Yotilla.

“Error” means any reproducible failure of the Service to operate in all material respects in accordance with the Documentation and, to the extent consistent with and not limiting of the Documentation. Errors do not include (1) Customer actions, or the failure to take required actions, (2) software, hardware, facilities, or equipment that Exasol has not supplied or approved for use by Customer; and (3) any other extraneous factors or circumstances beyond Exasol’s reasonable control.



“Incident” means 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. Rectification of Incidents is covered by “Incident Support”.

“Maintenance” means rectification of Software Errors by providing software that modifies or supplements the designated software.

“Reaction Time” will be measured from the time Exasol receives a Support Request until Exasol has responded to that Support Request.

“Resolve,” “Resolved,” “Resolution” mean, with respect to any particular Support Request, that Exasol has corrected the Error that prompted that Support Request.

“Support Request” is a request in regards of an Incident or a question related to Yotilla that has been submitted via the support channels listed above.

“Target database” describes the supported database Yotilla creates a data warehouse on. Supported target databases are the Exasol database (version 7 and higher) and AWS Redshift.

“Yotilla” is the Service as defined in the EULA and offered on the AWS marketplace.

“Yotilla instance” describes a single instance of Yotilla to create and manage a data warehouse.

“Yotilla managed data warehouse” or “Data warehouse” describes all the schemas, tables, views and data either created, controlled or managed by Yotilla.

“Yotilla Portal” is the webpage in which one or more Yotilla instances are managed. There, Customer can e.g., create or delete instances, see the status of the instances and the current consumption.

### **3. SERVICE LEVEL AGREEMENT**

#### **3.1. Incident Support**

Exasol will perform Incident Support during German Business Hours throughout the Term in accordance with the terms and conditions of this Support Policy and the EULA, including all commercially reasonable efforts to correct a reported non-conformity and to restore the Service. In the event of a Service disruption, Exasol may, but is not required to, inform the Customer about the details of the incident and the expected Service restoration time.

#### **3.2 Remote Access**

Exasol may require access to the target database, if needed for analyzing and resolving an Error reported by a Support Request during the Term. In that case, the Customer shall give Exasol access to the target database. The parties acknowledge and agree that: (a) Exasol may collect, maintain, process, and use (i) only such information as is necessary to assist in analyzing and resolving a Support Request; and (ii) use such information solely to provide the Support Services in accordance with the terms and conditions of this Support Policy and the Agreement, available at <https://www.exasol.com/terms-and-conditions/>.



### **3.3 Support Requests**

Customer may request support by way of a Support Request. Customer shall notify Exasol of each Support Request by submitting a ticket via the support channels listed above. Customer shall include in each Support Request a description of the reported Error, the time the Customer first observed the Error. If the Yotilla Portal should not be available, then contact our support hotline (00499112399110). Please keep your Account ID, provided in the welcome mail, ready.

### **3.4 Customer Obligations**

Customer shall provide Exasol with: (a) prompt notice of any Errors; and (b) each of the following to the extent reasonably necessary to assist Exasol to reproduce operating conditions similar to those present when Customer detected the relevant Error and to respond to and resolve the relevant Support Request: (i) direct access to the target database; (ii) time and date of issue occurrence; (iii) affected Yotilla instance; (iv) description of actions leading to that error; (v) Error message (if applicable).

### **3.5. Reaction Times**

Exasol shall respond to all Support Requests within 4 hours within German Business Hours.

## **4. COOPERATION AND CUSTOMER RESPONSIBILITIES**

The Service will be updated regularly and will be unavailable during that period. The Customer will be notified of these regular updates. Hotfixes might be applied without further notice. Data loads for the Yotilla managed data warehouse will be paused until the update is completed. Paused and missed data loads will automatically resume and continue with the next scheduled load.

It is a best practice to have a persisted staging area, which stores all the data extracts used by Yotilla, is maintained in the target database, in case the data warehouse must be rebuild.