

Incident Management 10x5 (or optionally 24x7)

An incident is defined as an issue that causes a deviation from the standard operation of the Exasol cluster, and which causes an interruption or disruption of the operation. Examples include: a database instance does not accept connections, a backup cannot be generated, or one or more hardware components are defective. In the event of an incident, Exasol works to restore the standard operation of the Exasol cluster as quickly as possible. Service times are either Exasol's service times or optionally 24x7. The following response times apply:

- Critical: within 2 hours
- Major: within 4 hours
- Normal: within 12 hours
- Minor: within 24 hours

Incident Management can only be booked as a package per cluster on a yearly basis. VPN access is mandatory for this option.

Incident Processing

If an Incident occurs within the agreed service hours, Exasol will initiate all necessary actions to restore the standard operation of the Exasol Cluster as quickly as possible. Software bug fixing is not subject to Incident Management, but to the maintenance contract or the provided warranty, as applicable.

Please find below an outline of our incident process.

