

CUSTOMER SUPPORT AND SERVICE AVAILABILITY EXHIBIT

All capitalized terms not defined in this Customer Support and Service Availability Exhibit will have the meaning given to them in the Terms of Service.

1. CUSTOMER SUPPORT

1.1 Scope

Treasure Data will provide customer support services (“**Customer Support**”) to resolve defects causing the Service to fail to perform in substantial conformance to the Documentation. A resolution to a defect may consist of a fix, workaround, or other relief, as Treasure Data deems reasonable. Customer Support does not include performing the following: (1) implementation, configuration, integration or customization services; (2) training or assistance with administrative functions; or (3) resolving immaterial defects or defects due to modifications of the Service made by any person other than Treasure Data or a person acting at Treasure Data’s direction.

Customer Support is provided to Users in accordance with this Exhibit. Users can submit cases over the Web or by email as indicated below. Treasure Data will use commercially reasonable efforts to promptly respond to each case and will use commercially reasonable efforts to promptly resolve each case in accordance with this Exhibit. Actual resolution time will depend on the nature of the case and the resolution.

1.2 Access

Customer Support is available by email at support@treasuredata.com, 24 hours per day, 7 days a week, including all local holidays. In addition, Customer Support is available by Live Chat using the Treasure Data Web console and accessible 5 business days (9 am to 6 pm local time) per week at the Treasure Data region selected by Customer (US/JP/UK).

1.3 Regions and Services

Treasure Data operates its services globally in various Amazon Web Services (AWS) regions. Customer’s data will be hosted in an AWS region where Treasure Data offers the Service. The status of the systems is listed at <https://status.treasuredata.com>.

1.4 Target Initial Response Time

Treasure Data will use commercially reasonable efforts to provide an initial human generated response to each new case within the applicable response time set forth in the table below, depending on the severity level set for the case. Reproducible errors that cannot promptly be resolved may be escalated to higher level support tiers for further investigation and analysis as the Customer Support team works to resolve the errors. Customer will cooperate with Customer Support to provide any reasonably requested information about the case and to help isolate the error if it is not reproducible.

1.5 Target Effort Level

Treasure Data will apply effort to resolve the error based on the severity level of the case as described in the table below.

1.6 Status Updates

Treasure Data will use commercially reasonable efforts to update Customer on the status of the case periodically. From time to time, Treasure Data may instruct Customer to subscribe to <https://status.treasuredata.com> for automatic status updates.

1.7 Severity Levels

Issues will be categorized and handled according to their severity level. The case severity level is selected by the User at the time of case submission and may be adjusted by Treasure Data in accordance with the following severity definitions.

Severity Level Definitions

Severity	Definition
1	Critical production issue affecting all Users, including system unavailability and data integrity issues with no workaround available.
2	Major functionality is impacted, or performance is significantly degraded. Issue is persistent and affects many Users and/or major functionality. No reasonable workaround is available. Also includes time-sensitive requests such as requests for feature activation or a data export.
3	System performance issue or bug affecting some but not all Users. Short-term workaround is available, but not scalable.
4	Inquiry regarding a routine technical issue; information requested on application capabilities, navigation, installation or configuration; bug affecting a small number of users. Reasonable workaround available. Resolution required as soon as reasonably practicable.

Initial Response Time, Target Effort Level and Status Updates

Severity		Standard Support	Premium Support
1	Initial response time	2 hours	1 hour
	Target effort level	Commercially reasonable efforts during local business hours	Continuous best efforts, 24 hours per day, 7 days per week
	Status updates	Commercially reasonable efforts upon Customer's request	Each day during normal business hours until resolution
2	Initial response time	4 hours	2 hours
	Target effort level	Commercially reasonable efforts during local business hours	Continuous best efforts, 24 hours per day, 7 days per week
	Status updates	Commercially reasonable efforts upon Customer's request	Each day during normal business hours until resolution
3	Initial response time	2 business days	1 business day
	Target effort level	Commercially reasonable efforts during local business hours	Commercially reasonable efforts during local business hours

	Status updates	N/A	Commercially reasonable efforts upon Customer's request
4	Initial response time	3 business days	2 business days
	Target effort level	Commercially reasonable efforts during local business hours	Commercially reasonable efforts during local business hours
	Status updates	N/A	Commercially reasonable efforts upon Customer's request

1.8 Customer Responsibilities

Submitting a Case. Designated Support Contact Users may submit a case via email or Live Chat as described in the Support Documentation at <https://docs.treasuredata.com/>. Treasure Data is authorized to take actions at the request of these Designated Support Contacts.

Designated Support Contacts. "Designated Support Contacts" are Users identified by Customer as primary liaisons between Customer and Customer Support. Customer shall identify and maintain at least one (1) Designated Support Contact who shall be responsible for:

- maintaining the list of Customer Designated Support Contacts up to date,
- overseeing Customer's support case activity, and
- developing and deploying troubleshooting processes within Customer's organization.

Customer shall ensure that Designated Support Contacts:

- are knowledgeable about the Service in order to help resolve, and to assist Customer Support in analyzing and resolving technical issues, and
- have a basic understanding of any problem that is the subject of a case and the ability to reproduce the problem in order to assist Customer Support in diagnosing and triaging it.

1.9 Cooperation

Treasure Data must be able to reproduce errors in order to resolve them. Customer agrees to cooperate and work closely with Treasure Data to reproduce errors, including conducting diagnostic or troubleshooting activities as requested and appropriate. Also, subject to Customer's approval on a case-by-case basis, Users may be asked to provide remote access to their Treasure Data Web console for troubleshooting purposes. In the event the Customer Designated Support Contact raises a P1 or P2 issue and requests for updates, the Designated Support Contact must be available to promptly cooperate with the Customer Support team. In case the Customer contact is not responsive, the Support team reserves the right to lower the priority of the issue if appropriate.

2. SERVICE AVAILABILITY

Treasure Data will use commercially reasonable efforts to maintain Service Availability of at least 99.5% during any monthly billing cycle. Service Availability will be deemed satisfied so long as Customer is able to access the Service via the API and view Collected Data. The calculation of Service Availability excludes Planned Maintenance Periods, Customer caused problems, and other issues outside of Treasure Data's reasonable control.

"Planned Maintenance Period(s)" means either a Complete Outage or Partial Outage (both defined below) scheduled by Treasure Data to allow for the performance of standard maintenance work. Treasure Data shall notify Customer of any Planned Maintenance Period no fewer than two (2) business days prior to the commencement of the applicable Planned Maintenance Period. Notwithstanding the foregoing, Treasure Data may provide Customer with a shorter notice period of service maintenance if necessary, in the reasonable judgment of Treasure Data, to maintain the availability, security, stability or performance of the Service. Treasure Data shall attempt to schedule Planned Maintenance Periods for non-peak periods of Customer activity specific to each region.

“Complete Outage” means the Service is not accessible by Customer for thirty (30) minutes or more, provided that such definition shall not encompass any interruptions to Service Availability during a Planned Maintenance Period (subject to the notice requirement set forth above).

“Partial Outage” means the Service is not accessible by Customer for more than ten (10) minutes but fewer than thirty (30) minutes, provided that such definition shall not encompass any interruptions in Service Availability during a Planned Maintenance Period (subject to the notice requirement set forth above).