

CUSTOMER SUPPORT EXHIBIT

This Customer Support Exhibit (this “**Exhibit**”) is an exhibit to and an integral part of any service agreement, order form and/or terms of service (“**Agreement**”) between Treasure Data, Inc. (“**Treasure Data**”) and the customer named therein (“**Customer**”) that references this Exhibit.¹

As used in this Exhibit, “**Service**” and “**SaaS Service**” shall mean the cloud-based ICDP (or similar) service provided by Treasure Data to Customer, as identified in an order form and described in the Documentation (excluding, for avoidance of doubt, any third-party services and custom-built software). Other capitalized terms used and not defined in this Exhibit will have the meanings provided in the Agreement.

Treasure Data offers four levels of support for its SaaS Services. “**Standard Support**” is available at no additional charge to all customers who purchase a SaaS Service subscription. Customers may purchase “**Advanced**,” “**Corporate**” or “**Enterprise**” support packages to receive enhanced commitments and additional services and benefits as described in this Exhibit.

1. TECHNICAL SUPPORT

1.1 General

Treasure Data provides technical assistance to customers in response to submitted cases, and its Support engineers work to resolve defects that prevent a SaaS Service from performing in substantial conformance with the Documentation. Cases can be submitted over the Web or by email as described below and in the support documentation at <https://docs.treasuredata.com/>. In addition, all customers have access to training and enablement materials, user manuals and other Documentation at <https://docs.treasuredata.com/>. Customers can also sign up to receive automated notifications of service availability issues, status updates, scheduled maintenance and new releases at <https://status.treasuredata.com>.

1.2 Support Commitments

Treasure Data will work to resolve issues as promptly as practicable based on their severity and in accordance with the service level commitments described below and in **Table 1A**. A resolution to a defect may consist of a repair, a workaround, or other reasonable relief.

<i>Initial Response Time.....</i>	Treasure Data shall provide an initial human-generated (non-automated) response to each new case within the stated period of time from receipt of a new case.
<i>Effort Level.....</i>	Treasure Data will apply a level of effort (through the assignment of personnel, allocation of resources, etc.) not less than the stated standard, until the issue has been resolved.
<i>Status Updates.....</i>	Treasure Data will provide updates on the status of issue resolution no less frequently than stated, provided Customer has signed up to receive updates on https://status.treasuredata.com .
<i>Root Cause Analysis.....</i>	Treasure Data will provide a written report summarizing an adverse incident, its root cause and any mitigation and preventative measures taken in response, within the period of time stated.

1.3 Severity Levels

Issues will be categorized, prioritized and managed according to their severity level. The case severity level is selected by Customer at the time of case submission but may later be adjusted by Treasure Data, in its reasonable discretion, based on the definitions in **Table 1C**. 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.

1.4 Access

Customer support is available by email to support@treasuredata.com, 24 hours per day, 7 days a week, including all local holidays. For customers with Advanced, Corporate or Enterprise Support, Slack support is also available. For customers with Corporate or Enterprise Support, support is also available by Live Chat using the Treasure Data Web console and accessible on all local business days (9 am to 6 pm local time) based on the Treasure Data region selected by Customer (US/JP/UK). Treasure Data Support Engineers communicate with customers that submit cases primarily through tickets. Zoom video conference support is available for Enterprise Support customers only and is limited to Severity 1 & 2 incidents. The available support channels are summarized in **Table 1B**.

¹ For any customer that ordered Service on or prior to October 6, 2025 and has not renewed its order since that date, the Customer Support and Service Availability Exhibit (updated August 13, 2024) available [here](#) will continue to apply to such customer’s Service (in lieu of this Exhibit) until the next renewal of that order, unless the parties have agreed otherwise in writing.

1.5 Customer Responsibilities

- *Designated Customer Contacts.* Customer agrees to maintain at all times during the subscription term at least one designated representative (each a “**Designated Customer Contact**”) to liaise with Customer Support. The Designated Customer Contact(s) should be adequately knowledgeable about the SaaS Service to assist Customer Support in diagnosing, analyzing, reproducing and resolving technical issues. Designated Customer Contacts shall be responsible for (a) maintaining an up-to-date list of Designated Customer Contacts and notifying Treasure Data of changes, (b) submitting cases on behalf of Customer and overseeing Customer’s support case activity, and (c) developing and deploying troubleshooting processes within Customer’s organization. Treasure Data will support up to five (5) Designated Customer Contacts for Standard and Advanced Support, and an unlimited number for Corporate and Enterprise Support. Treasure Data is authorized to take action on support-related matters at the request of any Designated Customer Contact.
- *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. For a Severity 1 or 2 issue, Customer must ensure that a Designated Customer Contact is available to communicate with Support promptly after submitting the case (otherwise the Support team reserves the right to lower the priority of the issue). 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.

1.6 Additional Enterprise Benefits

- *Developer support.* Enterprise Support also includes developer support for Custom Script features, subject to the restrictions noted in **Table 1A**.
- *Priority service from experienced agents.* Enterprise Support customers receive priority service from Treasure Data’s most experienced technical support engineers who are equipped to respond as quickly and efficiently as practicable, resulting in faster and more effective resolutions.

1.7 Exclusions

Treasure Data’s obligations in this Exhibit do not apply to service issues arising out of (a) any modification or alteration of the Service by or at the direction of Customer, or by or at the direction of anyone other than Treasure Data or its authorized subcontractors; (b) Customer’s failure to adhere to Treasure Data’s documented recommendations or use of the Services in violation of the Agreement; or (c) problems caused by third-party software, hardware or network equipment (i.e., not purchased from or provided by Treasure Data).

2. HOSTING AND PLANNED MAINTENANCE

- *Regions.* Treasure Data operates its services globally in several Amazon Web Services (AWS) regions. Customer Data (sometimes referred to as “Collected Data”) will be stored at-rest in the AWS region selected by Customer in the applicable order form. User Account information is generally stored in the United States.
- *Reporting.* Treasure Data provides information on the availability of its systems (historic and current), along with an incident / outage log and notifications regarding scheduled maintenance, at <https://status.treasuredata.com>. Customers can sign up for alerts and notifications.
- *Planned Maintenance.* Treasure Data shall notify Customer in advance of the commencement of any Planned Maintenance Period as follows:

Standard.....	at least one (1) business day advance notice
Advanced.....	at least two (2) business days advance notice
Corporate / Enterprise.....	at least five (5) business days advance notice

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 SaaS Service. Treasure Data shall attempt to schedule Planned Maintenance Periods for non-peak periods of Customer activity specific to each region.

“**Planned Maintenance Period(s)**” means any interruption(s) to Service Availability scheduled by Treasure Data to allow for the performance of standard maintenance work.

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Table 1A: Support Commitments

Sev.	Metric	Standard	Advanced	Corporate	Enterprise
1	Initial response time	4 hours	2 hours	1 hour	30 minutes
	Target effort level	Commercially reasonable efforts during local business hours	Continuous best efforts	Continuous best efforts	Continuous best efforts
	Status updates	Commercially reasonable efforts upon Customer's request	At least daily until resolution; & promptly upon Customer request	At least daily until resolution; & promptly upon Customer request	Upon new information and every 6 hours until resolution; & promptly upon Customer request.
	Root Cause Analysis, Incident Report	N/A	N/A	Within 7 days of request	Within 7 days of request
2	Initial response time	1 business day	4 hours	2 hours	1 hour
	Target effort level	Commercially reasonable efforts during local business hours	Continuous best efforts	Continuous best efforts	Continuous best efforts
	Status updates	Commercially reasonable efforts upon Customer's request	At least daily until resolution; & promptly upon Customer request	At least daily until resolution; & promptly upon Customer request	At least daily until resolution; & promptly upon Customer request
	Root Cause Analysis, Incident Report	N/A	N/A	N/A	Within 7 days of request
3	Initial response time	5 business days	3 business days	2 business days	1 business day
	Target effort level	Commercially reasonable efforts during local business hours	Commercially reasonable efforts during local business hours	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	Commercially reasonable efforts upon Customer's request	Commercially reasonable efforts upon Customer's request
4	Initial response time	5 business days	3 business days	2 business days	1 business day
	Target effort level	Commercially reasonable efforts during local business hours	Commercially reasonable efforts during local business hours	Commercially reasonable efforts during local business hours	Commercially reasonable efforts during local business hours
	Status updates	N/A	Commercially reasonable efforts	Commercially reasonable efforts	Commercially reasonable efforts

Table 1A (cont'd): Support Commitments

Metric	Standard	Advanced	Corporate	Enterprise
Developer Support	N/A	N/A	N/A	Yes. For Custom Script features in Python code; no more than 200 lines of code analyzed in a ticket.

Table 1B: Communication Channels

Support Mode	Standard	Advanced	Corporate	Enterprise
Email	✓	✓	✓	✓
Support Form	✓	✓	✓	✓
Slack	✗	✓	✓	✓
Live Chat	✗	✗	✓	✓
Zoom	✗	✗	✗	✓ (Sev 1 & 2)
Priority Service from Experienced Agents	✗	✗	✗	✓

Table 1C: 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 requests with a critical external deadline, such as for regulatory compliance or to address a security vulnerability. This explicitly excludes deadlines related to the customer's internal project schedules or launch preparations.
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.