



**Dataiku**  
**Standard Support Policy**  
**Last Updated: 1 August 2024**

This Dataiku Support Policy is issued under and forms part of the Dataiku Master License Agreement or other Dataiku agreement which references this policy, and capitalized terms not defined have the meanings set forth in such Dataiku agreement.

Dataiku offers Support for paid subscriptions to the Software in accordance with the following terms:

1. **Support Hours.** Support is provided during Dataiku’s normal Business Hours. “**Business Hours**” means 9AM – 7PM local time on any Business Day in New York, Paris or Singapore as determined by Dataiku based on Customer’s location. “**Business Day**” means a day, other than Saturday, Sunday and national holidays in the applicable country.
2. **Support Channels.**
  - A. **Support Portal.** Customer may report errors or abnormal behavior of the Software (“**Incidents**”) by submitting a support ticket through Dataiku’s self-service support portal, available at <https://support.dataiku.com>. Customer may also update existing support tickets and track support ticket status 24/7 through the support portal.
  - B. **Email.** Customer may also report Incidents via email at [support@dataiku.com](mailto:support@dataiku.com). If Incident reports are sent via email, Dataiku’s Incident response commitments in [Exhibit A](#) will start upon Customer’s receipt of a support ticket confirmation email.
  - C. **Online Knowledge Base.** Customer may visit Dataiku’s online knowledge base, including its publicly accessible community forums or other interactive features (“**Knowledge Base**”) to view advice and answers to frequently asked questions about the Software and other information. Information submitted to the Knowledge Base may be publicly available, so Customer is advised not to submit any confidential or sensitive information. Dataiku is not responsible for the validity or content of any third-party information displayed through the Knowledge Base (including advice from other Dataiku customers), and the Knowledge Base is not part of Support as provided by Dataiku.
3. **Customer Cooperation.** Customer will provide timely information and cooperation to Dataiku as reasonably required for Dataiku to provide Support, which may include Customer log files and diagnostic information or administrative access to Software components (e.g., end points and console). If Customer fails to do so, Dataiku’s Incident response commitments below will be excused until such information or cooperation is provided. In any event, failure by Customer to respond to any Dataiku requests within 5 Business Days may result in Dataiku closing the support ticket. Customer may reopen or submit a new support ticket at any time.
4. **Incident Response.** Dataiku’s Support personnel will attempt to verify the Incident using standard, unmodified Software. Then, Vendor’s Support personnel will assign a priority level (“**Priority Level**”) to each verified Incident and seek to provide responses in accordance with Exhibit A. Responses vary based on Customer’s Software edition as specified in the applicable Order.
5. **Updates.** During the Subscription Term, Dataiku will provide Customer with all generally commercially released Updates for the Software licensed by Customer. For clarity, Updates do not include separate or different products marketed by Dataiku under a different name, even if compatible with the Software. “**Updates**” means Minor Versions and Major Versions. “**Minor Versions**” means error corrections, bug fixes, patches, workarounds or minor enhancements to the Software generally designated by a change to the digits to the right of the first decimal (e.g., version 3.0.1 to 3.0.2). “**Major Version**” means a revision to the Software containing new functionalities and major improvements, generally designated by a change to the digit to the left of the first decimal (e.g., version 3.0.0 to 4.0.0).
6. **Back Support.** Support and Updates are provided for the current release of the Software and any Major Version of the Software released within the prior 12 months, so long as the latest Minor Version for that Major Version of the Software has been installed.
7. **Exclusions.** Dataiku will have no obligation to provide Support to the extent an Incident arises from: (a) misuse or unauthorized modifications to the Software, (b) Plugins, Third-Party Platforms or other third-party systems, (c) Trials and Betas or other free or evaluation use or (d) Technical Services deliverables. Service or repair of the Software by anyone other than Dataiku will void Dataiku’s obligations under this policy. Support and Updates do not include on-site support, consulting (including custom work on Customer’s network), system design, coding, project or facility management. If Dataiku agrees to (1) remedy any errors or problems not covered as Support or Updates or (2) perform additional work (e.g., services via phone, video conferencing or on-site visits) necessitated by Customer’s failure to respond to Dataiku’s requests, each of which is deemed Technical Services, Dataiku will perform such Technical Services after receiving Customer’s instruction to proceed at Dataiku’s then-current standard time and material rates.
8. **Designated Support Contacts.** Customer will appoint individuals knowledgeable in the operation and administration of the Software as primary contacts to initiate Support tickets with Dataiku (up to 5 individuals for the Enterprise/Advanced editions and up to 2 individuals for Business/Standard or Discover/Basic editions) (“**Designated Support Contacts**”). Dataiku will only be responsible for providing Designated Support Contacts with Support. Customer may change Designated Support Contacts at any time with written notification to Dataiku or appoint additional Designated Support Contacts by paying additional fees.

**Exhibit A**

Priority Level	Description	Target Initial Response	Target Update Response, Escalation
P1	Critical error. "System is down" or Software is completely inoperative, or a condition severely and significantly impacting the API nodes, design nodes, or automation nodes. No procedural work around exists. For example, all API nodes crash, or the design or automation node crashes and the Software does not restart after the crashes.	4 Business Hours	2 Business Hours, escalation in 24 hours to VP of Support
P2	Serious or high-impact on performance of Software affecting substantial number of users. Involves the Software operating in a severely restricted/reduced capacity causing significant impact to portions of the Customer's business. No procedural work around exists.	8 Business Hours	1 Business Day, escalation in 72 hours to VP of Support
P3	Medium to low-impact problem. Involves partial non-critical functionality loss. May be a minor issue with limited or no loss of functionality for which there is a workaround available. For example, a data transformation function does not work as expected, and a workaround in code is required.	1 Business Day	As needed
P4	Software is functional. Relates only to proposed feature enhancements, usage related questions and proposed modifications. No material impact on quality, performance or functionality of Software. For example, errors in Documentation, or a proposed feature enhancement.	2 Business Days	As needed