

## MindsDB Support Policy

Vendor's Cloud Support is provided only for the hosted service Products for which Customer purchases support, as identified in the relevant Order ("Covered Products") in accordance with the following:

- A. **Defined Terms.** Capitalized terms used but not defined in this Cloud Support Policy will have the meanings given to them in the Master Customer Agreement between the parties (the "Agreement").
- B. **Support Hours.** Support is provided during Vendor's normal business hours (6AM – 6PM Eastern Time, not including weekends or holidays).
- C. **Incident Submission and Customer Cooperation.** Customer may report errors or abnormal behavior of the Covered Products ("Incidents") by contacting Vendor at [support@mindsdb.com](mailto:support@mindsdb.com). All Incidents must be reported in English. Customer will provide information and cooperation to Vendor as reasonably required for Vendor to provide Support. This includes providing the following information to Vendor regarding the Incident:
  - Aspects of the Covered Products that are unavailable or not functioning correctly
  - Incident's impact on users
  - Start time of Incident
  - List of steps to reproduce Incident
  - Relevant log files or data
  - Wording of any error message
  - Incident ID# (when specified by Vendor)
- D. **Incident Response.** Vendor's Support personnel will assign a priority level ("Priority Level") to each Incident and seek to provide responses in accordance with the table below.

<u>Priority Level</u>	<u>Description</u>	<u>Target Response Time</u>
Priority 1	Operation of the Covered Products is critically affected (not responding to requests or serving content) for a large number of users; no workaround available.	1 business day
Priority 2	Covered Products is responding and functional but performance is degraded, and/or Incident has potentially severe impact on operation of the Covered Products for multiple users.	2 business days
Priority 3	Non-critical issue; no significant impact on performance of the Covered Products but user experience may be affected.	5 business days

- E. **Escalation.** Escalations to higher levels of management will occur if response times or resolution expectations are not met. Each of Vendor and Customer shall provide two levels of escalation contacts through VP levels, including name, email address and telephone number.]
- F. **Exclusions.** Vendor will have no obligation to provide Support to the extent an Incident arises from: (a) use of a Covered Product not in accordance with the Agreement, Order or the Documentation, or any misuse of, or unauthorized modifications to, the Covered Products, (b) Customer's or a third party's products, services, applications, equipment or systems, including, without limitation any Third-Party Platforms (c) Trials and Betas or other free or evaluation use or (d) Services deliverables (collectively, "Excluded Causes"). Customer will pay Vendor for any support provided by Vendor relating to any Incident resulting from an Excluded Cause and will reimburse Vendor for Vendor's reasonable out of pocket expenses incurred in connection with the same. Vendor will not be obligated to provide Support, if Customer is not current with its payment obligations under the Agreement.