**DATAROBOT ZEPL SERVICE SUPPORT POLICY**

*Effective: 27 September 2021*

This support policy ("Support Policy") describes the support provided by DataRobot to customers who have purchased the Zepl Service.

1. **DEFINITIONS**

   "Business Day" means Monday through Friday excluding U.S. federal and US public holidays.

   "Business Hours" means 9:00 a.m. to 5:00 p.m. Pacific Time and Eastern Standard Time on Business Days.

2. **TECHNICAL SUPPORT CONTACT INFORMATION**

   Customer may contact DataRobot-Zepl Support by sending an email to zeplsupport@datarobot.com or via the in-app chat feature (via Intercom).

3. **SUPPORT SERVICES OBLIGATIONS**

   3.1 Customer may contact DataRobot-Zepl Support to report any bug, error or malfunction in the Zepl Service ("Error"). DataRobot will use commercially reasonable efforts, commensurate with the severity of the Error, to correct the Error so that Zepl Service will substantially perform in accordance with the Documentation.

   3.2 Customer shall conduct reasonable and adequate research with respect to any claimed Error prior to contacting the DataRobot-Zepl Support team. Customer will respond promptly to all reasonable DataRobot requests for information and assistance regarding an Error.

   3.3 Each reported Error will be logged and assigned a tracking identifier which will be provided to Customer. The Error ticket will remain open until the issue is resolved. Customer may suggest the severity level when submitting an Error. DataRobot shall be entitled to adjust the severity based on the definitions in Paragraph 3.5. Any support for Upgrades will be designated as Severity 3.

   3.4 DataRobot does not provide Support for any customizations of the Zepl Service nor any scripts, extensions, APIs or similar that are created for Customer unless agreed otherwise in writing.

   3.5 DataRobot shall use commercially reasonable efforts to deliver a solution or an action plan to correct any reported Error as follows:

<table>
<thead>
<tr>
<th>SEVERITY</th>
<th>DATAROBOT RESPONSIBILITIES</th>
<th>CUSTOMER RESPONSIBILITIES</th>
<th>DEFINITION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Severity 1</td>
<td>Resources available 24x7 until a resolution or workaround is in place.</td>
<td>Designated resources available 24x7 until a resolution or workaround is in place. Ability to provide necessary diagnostic information.</td>
<td>An Error that: (a) renders the Zepl Service completely inoperative; or (b) makes Customer’s use of the Zepl Service impossible, with no alternative available.</td>
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<tr>
<td>Severity 2</td>
<td>Resources available Monday through Friday during Business Hours until a resolution or workaround is in place.</td>
<td>Resources available Monday through Friday during local Business Hours until a resolution or workaround is in place. Ability to provide necessary diagnostic information.</td>
<td>An Error that: (a) has a high impact to key portions of the Zepl Service; or (b) seriously impairs Customer’s use of material function(s) of the Zepl Service and Customer cannot reasonably circumvent or avoid the Error on a temporary basis without the expenditure of significant time or effort, with no alternative available.</td>
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<tr>
<td>Severity 3</td>
<td>Resources available Monday through Friday during Business Hours until a resolution or workaround is in place.</td>
<td>Resources available Monday through Friday during Business Hours until a resolution or workaround is in place. Ability to provide necessary diagnostic information.</td>
<td>An Error that has a medium-to-low impact on the Zepl Service, but Customer can still access and use some or most...</td>
</tr>
<tr>
<td>SEVERITY</td>
<td>INITIAL RESPONSE TARGET</td>
<td>UPDATE FREQUENCY TARGET</td>
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<td>Severity 4</td>
<td>Solid understanding of the Customer request documented in DataRobot systems for review by Product Management.</td>
<td>Use cases for the feature request and specifics on requested functionality</td>
<td>An Error that has low-to-no impact on Customer’s access to and use of the Zepl Service.</td>
</tr>
</tbody>
</table>

3.6 For a Severity 1 Error, the parties agree to activate a management call-out and escalation list for the purpose of problem resolution.

3.7 With Customer’s written permission, DataRobot may access error logs and application logs held by Customer for the sole purpose of providing proactive support and fixes to the affected Zepl Service. This may require a connection to Customer’s system, or Customer can establish a means of getting this information to DataRobot personnel in a manner conducive to providing efficient support (e.g., posting logs to a secure ftp site).

4. MAINTENANCE
4.1 DataRobot shall provide updates to the Solution without additional charge.
4.2 DataRobot shall be entitled to make any new features and functionality available as a separate plug-in or for a separate fee. DataRobot will not be required to develop or provide Customer with any specific updates or upgrades to the Solution.
4.3 DataRobot shall be entitled to perform maintenance to the Zepl Service or any elements of its hardware or infrastructure as DataRobot deems necessary for the provision of the Zepl Service. DataRobot makes continuous updates to the Zepl Service without any expected outage or downtime. In the event maintenance is required in which the Zepl Service may experience outage or downtime, DataRobot will give Customer no less than 14 days’ notice of such Maintenance (collectively “Scheduled Maintenance”). DataRobot will use commercially reasonable efforts to keep the frequency and duration of impeded access during Scheduled Maintenance to a minimum.

5. EXCLUSIONS
This Support Policy does not apply to any software, equipment, or solutions not purchased from DataRobot. This Support Policy does not apply if Customer is in breach of this Agreement.

6. UPDATES
DataRobot is continually seeking to improve the service it provides to customers, including our technical support. DataRobot shall be entitled to update this Support Policy at any time and the version applicable will be the then-current version. DataRobot will provide no less than 30 days’ written notice if any update to the Support Policy will have a material adverse effect on your use of the Zepl Service or DataRobot’s obligations under this Support Policy. In such circumstances, Customer shall be entitled to terminate its subscription to the Zepl Service by giving written notice to DataRobot within 60 days of the notice date on DataRobot’s notice of changes to this Support Policy. If Customer terminates DataRobot will promptly refund the value of any unused prepaid Zepl Credits as at the date of termination.