Cloudera Support Terms and Conditions

With respect to any Cloudera customer (a "Customer") that has purchased a subscription for Cloudera products ("Cloudera Products") pursuant to a subscription agreement (the "Customer Agreement"), Cloudera will use commercially reasonable efforts to provide the support and maintenance services as set forth on this page, as may be updated by Cloudera from time to time (the "Support Services").

 1. Definitions.

"8x5 Support" means Cloudera Support will deliver Support Services during Business Hours.

"24x7 Support" means Cloudera Support will deliver Support Services for 24 hours per day, 7 days per week.

"Business Day" means Monday through Friday (Customer Local Time), excluding holidays observed by Cloudera.

"Business Hours" means 9:00 a.m. to 5:00 p.m. (Customer Local Time) on Business Days.

"Customer Local Time" means the time zone associated with Customer's billing address unless otherwise designated by Customer in writing.

"Support Contact" means designated Customer personnel with Cloudera support portal accounts and Cloudera certifications in both Cloudera's Administration and Development courses.

"Supported Cluster" means a federated group of Nodes sharing the same file system and Customer data set and running Cloudera Products (excluding Cloudera Online Services) subject to the Customer Agreement.

"Knowledge Base" means that portion of the Cloudera support portal that provides Customers with exclusive access to solutions on the most common Customer issues, troubleshooting and diagnostics, and best practices. The Knowledge Base content is reviewed and updated regularly by Cloudera's global support organization.

2.   General.

(i)   Performance. Cloudera will perform the Support Services in a professional manner using qualified and experienced personnel.

(ii)   Cooperation. Customer will cooperate in good faith with Cloudera in the performance of the Support Services including, but not limited to: (a) providing access to the Cloudera Products licensed pursuant to the Customer Agreement (and related systems); (b) providing assistance with break-fix issues related to the installation, upgrade (when and if available), and configuration of the Cloudera Products; (c) if applicable, ensuring that the Cloudera Software is configured correctly and available for data collection, cluster management and patch deployment; and (d) providing any reasonably requested assistance and information.

(iii)   Support Contacts. Customer will ensure that its personnel who contact Cloudera are: (a) knowledgeable about the operation of the Cloudera Products and the hardware on which the Cloudera Products are installed; and (b) qualified and trained with respect to the Cloudera Products.

(iv)   Supported Versions. Cloudera will provide support on the versions of Cloudera Products according to the Support Lifecycle Policy as set forth at http://www.cloudera.com/content/cloudera/en/legal/support-lifecycle-policy.html.

(v)   Exclusions. The Support Services do not include: (a) the installation or removal of the Cloudera Products; (b) initial or additional use case design; (c) architecting custom solutions or performance tuning; (d) architectural design reviews; (e) visits to Customer's site; or (f) training. Cloudera has no obligation to correct any problems with the Cloudera Products or any issues resulting from: (w) use of the Cloudera Products not in accordance with the Customer Agreement or the user documentation applicable thereto; (x) defects or errors in any program or program version not specified by Cloudera as Cloudera Products; (y) defects or errors in any hardware; or (z) any acts or omissions of Customer and/or any third party.

3.   Support.

Support Contact(s) may engage Cloudera technical support by opening a case via the Cloudera support portal or by telephone. Cases will be handled according to the Customer's subscription level (i.e., 8x5 or 24x7) as indicated in the matrix below. The Support Services are intended to assist with break/fix issues in Cloudera Products.

Break/fix support is defined as assistance in resolving issues specific to Cloudera Product defects, improper configuration, unexpected behavior, or issues with the available documentation or instructions for using the Cloudera Product.

Cloudera will use commercially reasonable efforts to identify issues related to integration with third-party products and technologies. Examples include the following:

- Review of systems errors and impact related to use of the Cloudera Products including disk, memory and processor utilization observed when issues are being evaluated
- Assessment and advisement on network and protocol connectivity issues associated with the connectivity with Cloudera Products
- Review of security configuration as it relates to the integration of third-party products with Cloudera Products

If the issue is the result of the use of the third-party product and does not arise from a Cloudera Product, the Support Contact will be required to work with the applicable third-party vendor.

Cloudera Support Services include access to the Cloudera support portal and Knowledge Base.

Support Contacts may open cases and expect responses to break/fix issues or questions pertaining to:

- Operational support for a Supported Cluster including:
    - Identifying, diagnosing and fixing errors in Cloudera Products
    - Recovering Cloudera Products from failures and troubleshooting of issues
- Problem diagnosis and resolution including:
    - Problem isolation and diagnosis of errors in the Cloudera Products
    - Patches and workarounds to fix bugs in the Cloudera Products
- Assistance with specific Cloudera Product errors that arise during:
    - Installation, deployment and upgrading of Cloudera Products.

When reporting a problem or issue, the Support Contact should provide the following information within the support case:

(a) A description of the problem and when it was observed;

(b) The step-by-step process to reproduce the problem;

(c) Error messages and/or signatures associated with the problem;

(d) A current diagnostic data bundle generated from Cloudera Manager when opening the case;

(e) Any additional data available or required as determined by Cloudera including, but not limited to, stack traces, configuration settings and related information;

(f) Information necessary to classify the priority of the problem.

Support Contacts must have completed and passed the Administrator and Developer Cloudera Certification exams on the applicable version of the Cloudera Products running on the Supported Cluster.

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CASE PRIORITY DEFINITIONS

CASE PRIORITY	CLOUDERA RESPONSIBILITIES	CUSTOMER RESPONSIBILITIES	DEFINITION
P1	FOR 8x5 SUBSCRIPTION: Resources dedicated during Business Hours until a resolution or workaround is in place.	FOR 8x5 SUBSCRIPTION: Designated resources that are available during Business Hours. Ability to provide necessary diagnostic information.	Total loss or continuous instability of functionality or inability to use a feature on a production system. Development systems do not apply here. Inability to use a feature or functionality that is currently relied upon for production functionality.
	FOR 24x7 SUBSCRIPTION: Resources dedicated 24x7 until a resolution or workaround is in place.	FOR 24x7 SUBSCRIPTION: Designated resources available 24x7 until a resolution or workaround is in place. Ability to provide necessary diagnostic information.	
P2	FOR 8x5 SUBSCRIPTION: Resources available during Business Hours until a resolution or workaround is in place.	FOR 8x5 SUBSCRIPTION: Resources available during Business Hours until a resolution or workaround is in place. Ability to provide necessary diagnostic information.	Performance degraded or severely limited but not causing a total loss of functionality. Inability to deploy a feature that is not currently relied upon in a production environment.
	FOR 24x7 SUBSCRIPTION: Resources dedicated 24x7 until a resolution or workaround is in place.	FOR 24x7 SUBSCRIPTION: Designated resources available 24x7 until a resolution or workaround is in place. Ability to provide necessary diagnostic information.	
P3	Resources available during Business Hours until a resolution or workaround is in place.	Resources available during Business Hours until a resolution or workaround is in place. Ability to provide necessary diagnostic information.	General questions. Workaround in place for Priority 1 and Priority 2 issues.
P4	Solid understanding of the Customer request documented in Cloudera systems for review by Cloudera Product Marketing.	Use cases for the feature request and specifics on requested functionality.	Feature requests.

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CASE PRIORITY	INITIAL RESPONSE TARGET 24x7 SUBSCRIPTION	UPDATE FREQUENCY TARGET 24x7 SUBSCRIPTION
P1	Within 1 hour	Updated every 4 hours
P2	Within 2 hours	Updated every Business Day
P3	Within 8 hours	Updated every 3 Business Days
P4	Within 24 hours	None

CASE PRIORITY	INITIAL RESPONSE TARGET 8x5 SUBSCRIPTION	UPDATE FREQUENCY TARGET 8x5 SUBSCRIPTION
P1	Within 1 Business Hour	Updated every 4 Business Hours
P2	Within 2 Business Hours	Updated every Business Day
P3	Within 8 Business Hours	Updated every 3 Business Days
P4	Within 2 Business Days	None

PREMIUM SUPPORT

CASE PRIORITY	INITIAL RESPONSE TARGET 24x7 SUBSCRIPTION	UPDATE FREQUENCY TARGET 24x7 SUBSCRIPTION
P1	15 minutes	Updated every 2 hours
P2	Within 2 hours	Updated every Business Day
P3	Within 8 hours	Updated every 3 Business Days
P4	Within 24 hours	None