

## GridDB Support Policy (Subscription License and Perpetual License)

This document describes how Toshiba performs GridDB Support Services.

### [1] Who Is Qualified to Receive Support Services

Toshiba provides Support Services to the following customers.

- An end user of GridDB software that purchased directly and holds a valid GridDB subscription license or perpetual license;
- A customer who purchases through a third-party partner that resells GridDB subscription license or perpetual license

### [2] How to Receive Support Services

Customers who are qualified as described above may contact Toshiba GridDB team via:

- Email : [NA-GridDB-Support@toshiba.com](mailto:NA-GridDB-Support@toshiba.com)
- Toll Free (USA) : 1-833-886-4591 (PIN code is 01)

We recommend that all support requests be submitted via email, to enhance the process of reporting, tracking and resolving issues. Toshiba GridDB team will issue a ticket ID for each inquiry they receive. Our call center is a 24/7 service.

When submitting an inquiry for support, please enclose the following information in the email:

- Customer Support ID
- Ticket ID (for subsequent inquiries)
- Company name and contact name
- Description of the issue

Email address is required for inquiries submitted over the phone. Please note failure to provide the information above may result in unnecessary delays in processing the inquiry. For our privacy protection policy, please refer to [7] Privacy and Collection of Personal Information in this document.

### [3] Support Services

#### I. Informational Support

Toshiba GridDB team will provide reasonable support to address questions concerning use of GridDB. Customers may request for informational support by submitting an email inquiry in English.

#### II. Software Updates

Toshiba GridDB team provides software updates when available and at no additional license fee. Software updates include software enhancement, bug fixes and patches. Toshiba is under no obligation to develop any future software or functionality. Please note updates do not include any release, option, or future software that Toshiba licenses separately.

### III. Troubleshooting

When troubleshooting is required, a detailed investigation will be conducted by Toshiba GridDB team. Please refer to the following section [4] for additional information regarding customer responsibilities. If Toshiba GridDB team determines that the issue is the result of a software defect, a fix or workaround will be provided to circumvent or correct the issue.

#### [4] Customer Responsibilities

Customers who requests for support are expected to provide detailed information related to the issue to allow Toshiba GridDB team to solve the reported issue or come up with a workaround. An end user of GridDB Software is responsible for the adequate duplication and documentation of all of its files and data for back-up purposes. Loss of data in the event of failure during the support period will be end user's responsibility. In the case where an end user fail to provide the relevant information (e.g. log files), Toshiba GridDB team may not be able to continue with the analysis of the issue reported. An end user shall not reveal any confidential or sensitive information provided by Toshiba GridDB team during the service to a third party without our consent. Meanwhile, prior to sending relevant data for Toshiba GridDB team to reproduce the reported issue, end user shall remove their confidential or sensitive information such as employee personal data and data of their clients. Toshiba shall not be held responsible for any data breach of end user's sensitive data provided by an end user during the support.

#### [5] Closing a Ticket

Toshiba GridDB team will close a ticket when: (1) an inquiry has been answered, (2) a problem has been solved, (3) a root cause of the problem has been identified and a workaround has been provided (e.g. patches), (4) a problem cannot be reproduced in a customer's environment, (5) no further response from a customer for more than one month after a response has been given, (6) a customer has failed to provide the necessary information requested by Toshiba GridDB team, (7) an inquiry is out of the scope of Support Services, or (8) a customer has agreed that an inquiry can be closed.

#### [6] Scope of Support Services

Toshiba GridDB team will use commercially reasonable effort to provide support to the customers. Please note we will not provide the following services, including but not limited to, (1) software installation, (2) software education and training, (3) on-site support, (4) restoration of DB, (5) performance tuning, (6) software not covered by the service, (7) modification in GridDB software by changing the OS, database, or hardware that are not covered by the service, (8) inquiries related to non-supported products, application development, or consultation, (9) programming using GridDB's API, (10) operation via GridDB's management tools, and (11) other services that are NOT stated in [3] Support Services.

#### [7] Toshiba's Privacy and Collection of Personal Information

The support staff of Toshiba GridDB team may ask and collect personal, sensitive, or other information about end users (e.g., including, without limitation, name, email address, and company name), and the system (e.g. including, without limitation, OS type, log files, hardware configuration) for the purpose of providing the necessary support. By using Toshiba's Support Services, end users should agree to the Privacy Policy stated in the following URL (<http://www.toshiba.co.jp/privacy/index.htm>), and to the collection, processing, copying, backup, storing, transfer and use of their personal data by Toshiba GridDB team. Our group companies or third party contractors may use their personal data to the extent necessary to carry out the support. End users are solely responsible for securing any privacy-related rights of their users and clients. GridDB will only use the data in accordance to our Privacy Policy. For any requests regarding disclosure, correction, or deletion of your personal data, please refer to section 5 of the Privacy Policy. For any other inquiries concerning end users' personal data, please refer to section 6 of the Privacy Policy.