# RelationalAI Services and Access Terms

*Version: November 16, 2026 | Prior versions: https://relational.ai/legal/*

These Services and Access Terms apply to professional services, technical resources, product enablement and training ("**Services**") that RelationalAI, Inc. ("**RelationalAI**") provides under an Order Form or statement of work, and to any access RelationalAI receives to Customer's systems or data. They supplement the RelationalAI Customer Terms of Service (the "**Terms**"). Capitalized terms not defined here have the meanings given in the Terms.

**1. Scope and Hours.** RelationalAI will perform the Services described in the Order Form or statement of work. Unless the Order Form states otherwise, Services hours are consumed as used, expire at the end of the Order Form's term, and are forfeited without refund if unused. Any material change to scope, schedule or fees requires a written change order signed by both parties.

**2. Customer Cooperation.** Customer will assign a project manager to coordinate schedules and the availability of Customer personnel, provide timely access to the personnel, materials and information RelationalAI reasonably requests, and use a secure method to share confidential documents such as network diagrams. RelationalAI is not responsible for any delay or failure caused by Customer's failure to do so.

**3. Access to Customer Assets**

**3.1 Definitions.** "**Customer Assets**" means Customer Data, Customer's Snowflake accounts, and other equipment, laptops, systems, applications (including External Data Applications), virtual desktop infrastructure, environments and networks provided by or on behalf of Customer. "**External Data Applications**" means systems or applications from which data is migrated, or through which data is transmitted, to the Snowflake Service, such as another data warehouse, a source system or an ETL tool.

**3.2 Scope of Access.** RelationalAI will receive access only to the Customer Assets selected in the access section of the Order Form or statement of work. If none is selected, RelationalAI will receive no access to Customer Assets.

**3.3 Method of Access.** RelationalAI will use its own laptops or virtual desktop infrastructure to access Customer Assets unless Customer provides, and directs RelationalAI in writing to use, Customer-provided equipment, which must include full-disk encryption and industry-standard anti-malware protection. RelationalAI equipment follows RelationalAI's standard configurations and policies and is not customized to Customer-specific security requirements.

**3.4 RelationalAI Obligations.** RelationalAI will (a) use Customer Assets only to perform the Services; (b) use reasonable efforts not to circumvent or compromise security measures on Customer Assets, such as security software or network access controls; and (c) not share passwords for Customer Assets with anyone except as Customer instructs.

**3.5 Customer Obligations.** Customer will ensure that (a) multi-factor authentication is enabled for all RelationalAI access to Customer Assets; (b) each RelationalAI individual receives a unique user ID; (c) RelationalAI receives only the minimum access and privileges needed to perform the Services; (d) access is limited in scope and duration to what the Order Form or statement of work specifies; (e) unless production access is selected, Customer Assets are configured to prevent RelationalAI personnel from making changes that affect production environments or production data; (f) RelationalAI personnel are not asked to install or use software that would allow Customer or a third party to access RelationalAI systems or equipment, such as remote server or SSH access software; (g) remote network access is configured to allow only the connections required for the Services; and (h) RelationalAI's access is terminated and its credentials revoked when access is no longer needed or these Services end. Customer is solely

responsible for the security, configuration, monitoring, support and maintenance of Customer Assets and their connections, and for managing user IDs and passwords.

**3.6 No Sensitive Data.** Unless RelationalAI agrees in writing, Customer will not give RelationalAI access to Prohibited Data, personal data, financial account information or protected health information.

**3.7 External Data Applications.** If RelationalAI receives access to External Data Applications or other Customer-managed applications, Customer is solely responsible for selecting and configuring them and their connections, will not grant roles that allow RelationalAI personnel to transfer data to destinations Customer has not approved, and will ensure it has the right to give RelationalAI that access.

**3.8 Access Beyond Scope.** RelationalAI has no liability to the extent a loss arises from access to Customer Assets that Customer granted beyond the scope selected in the Order Form or statement of work, or otherwise in breach of this Section 3. This Section 3.8 does not reduce RelationalAI's confidentiality or security obligations under the Terms.

**4. Deliverables and Materials.** Deliverables and other materials provided as part of the Services are for Customer's internal use in support of its use of the Product, as licensed under Section 5.3 of the Terms. Customer will not distribute, resell or sublicense them, use them to replicate or perform the Services for others, or use them to develop products or services that compete with the Product. Deliverables are not subject to maintenance, support or updates unless the Order Form states otherwise. Customer is solely responsible for deciding whether, how and when to implement, test, release or deploy any Deliverable, recommendation or best practice.

**5. Recordings.** Customer may make audio or video recordings of Services working sessions (other than training sessions) for its internal use with the Product only if RelationalAI and all participants consent in advance. Recordings are RelationalAI's Confidential Information, are provided "as is," and may become outdated as the Product changes.

**6. Third-Party Software.** RelationalAI is not responsible for software or components it did not develop, including third-party services and open-source software ("**Third-Party Software**"). Customer is responsible for providing and enabling any integrations with Third-Party Software used in the Services, and for complying with the applicable third-party license terms.

**7. On-Site Services.** If Services are performed on-site, Customer will provide workspace, high-speed internet access and access to the relevant technical environment, and will give RelationalAI its applicable workplace policies in advance. Customer will reimburse RelationalAI's reasonable, pre-approved travel and lodging expenses.

**8. Services Warranty.** RelationalAI will perform the Services in a professional and workmanlike manner. If Customer notifies RelationalAI of non-conforming Services within thirty (30) days after their performance, RelationalAI will re-perform them or, if it cannot, refund the Fees paid for the non-conforming Services. This is Customer's exclusive remedy for breach of this warranty.