Support Policy

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This RelationalAI, Inc. ("**RelationalAI**") Support Policy ("**Support Policy**") describes RelationalAI's support offering in connection with Customer-reported bugs, defects or errors in the Product ("**Error(s)**"). RelationalAI shall provide technical support for the Product ("**Support**") in accordance with this Support Policy, the applicable Order Form and the agreement between RelationalAI and Customer for the Product ("**Agreement**"). Customer shall receive RelationalAI's Support offering, as designated in the applicable Order Form or, if none is designated, RelationalAI's standard Support offering ("**Support Level**"). RelationalAI may update this Support Policy from time to time. Capitalized terms used but not defined in this Support Policy have the meanings given to them in the Agreement or the Order Form.

1. General Support. Customer shall designate at least one primary contact who will have administrator privileges and may designate additional contacts ("**Customer Contact(s)**"). RelationalAI shall provide English-speaking remote assistance to Customer Contacts for questions or issues arising from any Error, as further described in this Support Policy, including troubleshooting, diagnosis, and recommendations for potential workarounds for the duration of Customer's access to the Product. If Customer reasonably believes RelationalAI Support is failing to provide timely and commercially reasonable responses for Support Cases in accordance with this Support Policy, Customer may escalate the Support Case to RelationalAI's management team for consideration.

2. Contacting RelationalAI Support. Customer Contacts may contact RelationalAI Support for assistance with Support Cases by the following methods: (1) submitting a Support request (each a "**Support Case**") to the RelationalAI webpage at support.relational.ai ("**RelationalAI Web Support**"); or (2) submitting the Support request to support@relational.ai if Customer Contacts cannot access RelationalAI Web Support. All Customer Contacts must be reasonably proficient in the use and functionality of the Product and familiar with the Documentation, and shall use reasonable diligence to ensure a perceived Error is not an issue with Customer equipment, software, or internet connectivity.

3. Submitting Support Cases. Each Support Case shall: (1) designate the Severity Level of the Error in accordance with the definitions in Table 1; (2) identify the Customer Account that experienced the Error; (3) include information sufficiently detailed to allow RelationalAI Support to effectively assess the Error (including any relevant error messages, but not export-controlled data, personal data (other than as required), sensitive data, other regulated data, or Customer data); and (4) provide accurate contact information for the Customer Contact(s) most familiar with the issue. The Customer Contact(s) shall also give RelationalAI any other important Support Case information in a timely manner. Unless Customer expressly designates the Severity Level, the Support Case will have a default designation of Severity Level 4. If a Customer Contact submits a Support Case related to enhancement or feature requests, RelationalAI will deem the Support Case closed once the request has been forwarded internally.

If, in the course of addressing a Support Case, it is determined that resolution requires action by Snowflake or is otherwise within Snowflake's sole control, then RelationalAI shall have no further responsibility or liability with respect to that ticket, and Customer agrees that any such issue shall be subject to Snowflake's applicable support terms and conditions. RelationalAI will reasonably assist in facilitating communication with Snowflake as needed, but shall not be responsible for Snowflake's performance, availability, or resolution timelines.

4. Other Support and Training. RelationalAI also offers various support and training resources such as documentation, FAQs and user guides available on the RelationalAI website. Additionally, RelationalAI offers fee-based consultation and training services via Statements of Work.

Table 1: Error Severity Level Definitions

Severity Level 1 (Critical Severity)	An Error that (a) renders the Product completely inoperative or (b) makes Customer's use of material features of the Product impossible, with no alternative available.
Severity Level 2 (High Severity)	An Error that (a) has a high impact to key portions of the Product or (b) seriously impairs Customer's use of material function(s) of the Product and Customer cannot reasonably circumvent or avoid the Error on a temporary basis without the expenditure of significant time or effort.
Severity Level 3 (Medium Severity)	An Error that has a medium-to-low impact on the Product, but Customer can still access and use some functionality of the Product.
Severity Level 4 (Low Severity)	An Error that has low-to-no impact on Customer's access to and use of the Product.

Table 2: Severity Level Response Times

Severity Level	Initial Response Time Target
Severity Level 1 (Critical Severity)	One (1) Hour
Severity Level 2 (High Severity)	Two (2) Business Hours
Severity Level 3 (Medium Severity)	One (1) Business Day
Severity Level 4 (Low Severity)	Two (2) Business Days

5. Error Response. Upon receipt of a Support Case, RelationalAI Support will assess the Error based on the information submitted and the definitions in Table 1, and if RelationalAI believes Customer's Severity Level designation is incorrect, RelationalAI will promptly notify Customer. If Customer then identifies a reasonable basis for disagreeing with the Severity Level proposed by RelationalAI, the parties each will make a good faith effort to promptly discuss, escalate internally, and mutually agree on the appropriate Severity Level designation. RelationalAI shall then use commercially reasonable efforts to meet the Initial Response Time Target set forth in Table 2 above for the applicable Severity Level, as measured during the business hours for the applicable Support Region set forth in Table 3 below ("**Support Business Hours**"), and each in-region day having Support Business Hours is a "**Business Day**".

Table 3: Global Support Hours

Support Region	Support Business Hours	Excluded Holidays
North America	Severity Level 1: 24 x 7 x 365 Severity Levels 2 - 4: 12 x 5, 6 AM - 6 PM Pacific Time, Monday-Friday	Recognized US Federal Holidays
EMEA	Severity Level 1: 24 x 7 x 365 Severity Levels 2 - 4: 12 x 5, 6 AM - 6 PM Central European Time, Monday-Friday	Major European Public Holidays *

** Please contact RelationalAI Support for country-specific holiday support.*