



## SNOWFLAKE SUPPORT POLICY AND SERVICE LEVEL AGREEMENT

This Snowflake Support Policy and Service Level Agreement (“**Policy**”) describes Snowflake’s support offering (“**Snowflake Support**”) in connection with Customer reported bugs, defects, or errors in the Service (“**Error(s)**”). Snowflake Support shall be provided in accordance with the written subscription agreement under which Snowflake provides its cloud data platform as entered into by and between you (“**Customer**”) and Snowflake (“**Agreement**”). Customer shall receive Standard Support, Premier Support or Priority Support<sup>1</sup> as designated in the applicable Order Form (“**Support Level**”). This Policy may be updated by Snowflake from time to time. Capitalized terms not defined in this Policy shall have the meaning given to them in the Agreement.

### I. Support

1. **General Support Offering.** Customer shall designate one primary contact who will have administrator privileges and may designate additional contacts up to the number permitted for the Support Level then-currently procured by Customer as described in Table 4 (“**Customer Contacts**”). Snowflake shall provide English-speaking remote assistance to Customer Contacts for questions or issues arising from any Error, as further described in this Policy, including troubleshooting, diagnosis, and recommendations for potential workarounds for the duration of Customer’s subscription to the applicable Service. Snowflake shall also provide the specific entitlements for the corresponding Support Level procured by Customer as further described in this Policy and the tables below. Details for Priority Support are described in the Priority Support Services Description at <https://www.snowflake.com/legal>, which is incorporated herein by this reference.

2. **Contacting Snowflake Support.** Customer Contacts may contact Snowflake Support by: (a) submitting a support request to the Snowflake webpage hosting the community forums and support portal located at <https://support.snowflake.net> (or such successor URL as may be designated by Snowflake) (such website, the “**Snowflake Lodge**”) and designating the appropriate severity level according to Table 1 below, (b) submitting the support request to [support@snowflake.com](mailto:support@snowflake.com) if Customer Contacts cannot access the Snowflake Lodge, or (c) if applicable to Customer’s Support Level, and in the event Customer Contacts cannot access Snowflake Lodge or email, they may contact Snowflake Support by phone at the intake phone number identified in the Snowflake Lodge solely for purposes of having the support request submitted on their behalf (each a “**Support Case**”). All Customer Contacts must be reasonably trained in the use and functionality of the Service and the Snowflake Documentation and shall use reasonable diligence to ensure a perceived Error is not an issue with Customer equipment, software, or internet connectivity.

3. **Submission of Support Cases.** Each Support Case shall; (a) designate the Severity Level of the Error in accordance with the definitions in Table 1, (b) identify the Customer Service Account that experienced the error, (c) include information sufficiently detailed to allow Snowflake Support to attempt to duplicate the Error (including any relevant error messages), and (d) provide contact information for the Customer Contact most familiar with the issue. Unless Customer expressly designates the Severity Level, the Support Case will default to Severity Level 4. If Customer believes the issue to be related to Client Software (as defined in the Agreement), then the Support Case shall also include the applicable Client Software log files. If Customer Contacts submit Support Cases related to enhancement or feature requests, Snowflake shall treat those tickets as closed once the request has been forwarded internally.

4. **Premier Support.** If Customer is receiving Premier Support, the following shall apply in addition to the support description in Section 1 (General Support Offering):

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<sup>1</sup> Priority Support is not yet generally available and will only be available to a limited number of customers to be determined by Snowflake and is an enhanced support offering option which may be purchased at an additional cost.



- a. **Follow-the-Sun Case Management.** Snowflake Support shall implement follow-the-sun case management for handling Severity Level 1 Support Cases, to better facilitate uninterrupted support by utilizing Snowflake Support across multiple time zones.
- b. **Case Escalation.** If Customer reasonably believes Snowflake Support is not performing in a professional manner or is failing to provide timely responses in accordance with this Policy, Customer may escalate the Support Case using the support escalation process described at the Snowflake Lodge (“**Case Escalation**”). Any Support Case escalated by Customer will be directed to Snowflake’s management team for consideration.

**5. Priority Support.** If Customer is receiving Priority Support, the following shall apply in addition to the support description in Section 1 (General Support Offering) and Section 4 (Premier Support):

- a. **Follow-the-Sun Case Management.** Snowflake Support shall implement follow-the-sun case management for handling Severity Level 1 and Severity Level 2 Support Cases, to better facilitate uninterrupted support by utilizing Snowflake Support across multiple time zones.

**6. Read-Only Users Support.** When Customer is a Provider (using Snowflake’s data-sharing functionality to share its Customer Data) to Read-only Users, such Read-only Users shall not be designated as Customer Contacts and any Support Cases related to the Provider or its Read-only Users shall be submitted solely by Provider’s other Customer Contacts.

**7. Other Support and Training.** Snowflake also offers various support and training resources such as documentation, community forums, FAQs and user guides available on the Snowflake Lodge. Additionally, Snowflake offers for-fee consultation and training services via Statements of Work.

**Table 1: Error Severity Level Definitions**

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



**Table 2: Severity Level Response Times**

Error Severity Level	Standard Support	Premier Support	Priority Support
	Initial Response Time Target		
<b>Severity Level 1 (Critical Severity)</b>	Four (4) Business Hours	One (1) hour	Fifteen (15) Minutes
<b>Severity Level 2 (High Severity)</b>	Eight (8) Business Hours	Two (2) Business Hours	Two (2) Hours
<b>Severity Level 3 (Medium Severity)</b>	Two (2) Business Days	One (1) Business Day	Four (4) Business Hours
<b>Severity Level 4 (Low Severity)</b>	Four (4) Business Days	Two (2) Business Days	One (1) Business Day

**8. Error Response.** Upon receipt of a Support Case, Snowflake Support will attempt to determine the Error and assign the applicable Severity Level based on descriptions in Table 1. Snowflake shall use commercially reasonable efforts to meet the Initial Response Time Target for the applicable Severity Level, as measured during in-region Snowflake Support hours set forth in Table 3 below (such hour(s), “**Business Hour(s)**” with the total Business Hours in an in-region support day being “**Business Day(s)**”). If the Customer Contact that submitted the Support Case is unresponsive or unreachable, Snowflake may downgrade the Severity Level by one level. If Snowflake’s Severity Level designation is different from that assigned by Customer, Snowflake will promptly notify Customer in advance of such designation. If Customer notifies Snowflake of a reasonable basis for disagreeing with Snowflake’s designated Severity Level, the parties will discuss in an effort to come to mutual agreement. If disagreement remains after discussion, each party will escalate within its organization and use good faith efforts to mutually agree on the appropriate Severity Level.

**Table 3: Global Snowflake Support Hours**

Snowflake Service Region	Standard, Premier & Priority Support Business Hours			
	Sev 1 (Premier)	Sev 1 & 2 (Priority)	Sev 1-4 (Standard) Sev 2-4 (Premier) Sev 3-4 (Priority)	Excluded Holidays Sev 1-4 (Standard) Sev 2-4 (Premier) Sev 3-4 (Priority)
<b>North America</b>	24x7x365	24x7x365	6AM-6PM PT Mon-Fri	Recognized U.S. Federal Holidays
<b>EMEA</b>	24x7x365	24x7x365	6AM-6PM CE Mon-Fri	Recognized EMEA Bank Holidays
<b>Asia Pacific</b>	24x7x365	24x7x365	6AM-6PM AEDT Mon-Fri	Recognized APAC Holidays



**Table 4: Support Level Entitlements**

Entitlements	Standard	Premier	Priority
Toll-Free phone access 24x7	N	Y	Y
Snowflake Lodge (knowledge base, forums, articles, events, etc.)	Y	Y	Y
Follow-the-Sun Case Management	N	Y	Y
Number of Total Customer Contacts	5	10	Unlimited
Case Escalation	N	Y	Y

**II. Service Level Agreement for Premier & Priority Support Levels**

**Definitions:**

“**Average Daily Snowflake Credits**” is defined as Customer’s actual Snowflake Credit consumption in the calendar month of the Cloud Provider Region in which the Service Level Failure occurred divided by the number of days in such month.

“**Calendar Minutes**” is defined as the total number of minutes in a given calendar month.

“**Cloud Provider Region**” is defined as the Region and Cloud Provider selected by Customer on an Order Form or as configured by Customer via the Service.

“**Error Rate**” is defined as the number of Failed Operations divided by the total number of Valid Operations. Repeated identical Failed Operations do not count towards the Error Rate.

“**Failed Operations**” is defined as Valid Operations where the Snowflake Service returns an internal error to Customer.

“**Monthly Availability Percentage**” is defined as the difference between Calendar Minutes and the Unavailable Minutes, divided by Calendar Minutes, and multiplied by one hundred (100).

“**Unavailable**” is defined as an Error Rate greater than one percent (1%) over a one-minute interval calculated across all Customer Service Accounts within each applicable Cloud Provider Region. The Error Rate is 0 when a Customer Service Account is inactive, i.e., when there are no Valid Operations in the one-minute interval.

“**Unavailable Minutes**” is defined as the total accumulated minutes when the Service is Unavailable.

“**Valid Operation**” is defined as an operation that conforms to a) the Snowflake Documentation; or (b) Service-use recommendations provided by Snowflake Support personnel.

If Customer is receiving the Premier Support Level or Priority Support Level, the Monthly Availability Percentage for the Snowflake Service is ninety-nine and nine-tenths percent (99.9%) (“**Service Level**”). If the Snowflake Service fails to meet the Service Level in a given month (“**Service Level Failure**”), then as Customer’s sole and exclusive remedy, Customer shall receive the applicable number of Snowflake Credits set forth in Table 5 below (“**Service Level Credits**”), credited against Customer’s usage in the Cloud Provider Region in the calendar month following the Service Level Failure provided that Customer requests Service Level Credits within twenty-one (21) days of the calendar month in which the Service Level Failure occurred. Service Level Credits may not be exchanged for, or converted to, monetary amounts.



<b>Monthly Availability Percentage</b>	<b>Service Level Credit</b>
<b>Under 99.9% but greater than or equal to 99.0%</b>	1 x Average Daily Snowflake Credits
<b>Under 99.0% but greater than or equal to 95.0%</b>	3 x Average Daily Snowflake Credits
<b>Under 95.0%</b>	7 x Average Daily Snowflake Credits

**Example Calculation** - Customer has two Service Accounts (SFE1, SFE2) in the AWS US East Region. Each Service Account submits Valid Operations at a steady rate of 50 Valid Operations per minute. In the month of April, in each minute of a 250-minute period, all 50 Valid Operations submitted by SFE1 succeeded, whereas SFE2 experienced 2 Failed Operations out of a total of 50 Valid Operations. For the month of April, the Customer experienced an Error Rate of 2% across SFE1 and SFE2 Service Accounts in the AWS US East Region ( $(2 \text{ Failed Operations} / 100 \text{ Valid Operations}) * 100$ ) during the 250-minute period. In this example, the Service was Unavailable for the period of 250 minutes because the Error Rate exceeded 1% across both Customer Service Accounts. There are 43,200 Calendar Minutes in the month of April (30 days x 24 hours x 60 minutes). This results in a Monthly Availability Percentage of 99.4% calculated as  $((43,200 - 250) / 43,200 * 100)$ . If Customer used a total of three hundred (300) Snowflake Credits across both Customer Service Accounts in April, then Customer's Average Daily Snowflake Credits for April would be ten (10) Snowflake Credits (300 / 30 days in April). Since the Monthly Availability Percentage is 99.4%, Customer's Service Level Credit would be ten (10) Snowflake Credits (1 x 10 Average Daily Snowflake Credits), which would be credited against Customer's usage of the Snowflake Service in May.

### III. Policy Exclusions

Snowflake will have no liability for any failure to meet the Service Level to the extent arising from: (a) use of the Snowflake Service by Customer, its Affiliates and/or their Users other than as authorized under the Agreement or Documentation; (b) Customer Data; (c) Customer or User equipment; (d) third party acts, or services and/or systems not provided by Snowflake; (e) general Internet problems, or other factors outside of Snowflake's reasonable control; (f) evaluation or proof-of-concept use of the Snowflake Service; or (g) Snowflake's Previews (e.g., beta functionality not intended for production use). Snowflake will have no obligations to provide Snowflake Support for Snowflake Previews, third party software or services, or custom scripts or code not native to the Snowflake Service. Additionally, technical or professional services from Snowflake, including but not limited to services related to data modeling, code development, migration, or product training, are subject to a mutually executed Statement of Work for such services and are expressly excluded from any Snowflake Support offering.

**Updated: September 28, 2020**