Support Services & Policies

February 2024

Yellowfin Support Offering and Policies

<u>Payment and Proper Licensing are Required</u>

All of Yellowfin's Support Offerings are subject to change without notice, and not all support offerings are available for all Yellowfin products or regions.

Yellowfin Support Offerings

Yellowfin Assisted Support is available during Yellowfin's normal office hours, Monday through Friday, excluding public holidays in Australia, United States, Japan, and the United Kingdom.

Staffed hours:

Asia Pacific (Australian Eastern Time)	8:00 am to 5:00 pm
North America (Mountain Time)	8:00 am to 5:00 pm
United Kingdom (British Standard Time)	8:00 am to 5:00 pm
Japan (Japan Standard Time)	9:30 am to 5:30 pm

Support Requirement & Guidelines

a. For a confirmed licensed customer(s) to receive support from Yellowfin, with regards to any reported error(s) or other problem(s), Yellowfin must first receive a documented request through a support channel, replicable example of the defect or error, and if requested by Yellowfin, a listing of output logs or other information that Yellowfin requires in order to reproduce working conditions similar to those present when any defect(s) or error(s) in the Software were discovered.

b. Under no circumstances are you to provide any confidential, or protected data, to Yellowfin when seeking support assistance via post, email, or remote support, including proprietary business information, protected technical data, private and/or personally identifiable information, or any other form of confidential, private, personal, or other protected information unless both parties have agreed, in writing, to do so.

c. Remote system access, by any member of Yellowfin, must be approved and monitored by the Customer point of contact, with any subsequent system changes to be performed by the Customer point of contact. Yellowfin recommends that any system access granted to Yellowfin should be a non-production environment; for example, a development environment that has all sensitive data removed, as outlined in section (b) above. Yellowfin will not be held liable for any issues or problems caused during a remote access session.
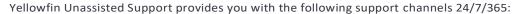
1. Assisted Support Offering:

Yellowfin assisted support provides you with the following support services:

- Product Updates - Updates to currently supported software versions (as outlined in Section 11, figure 2), free-of-license fees, to all parties that have a current paid-up annual Maintenance and Support contract for the Software.

- Defect Fixes – Fixes to currently supported software versions (as outlined in Section 11, figure 2) or workaround until the release of a new version of the Software.

- Feature Request Implementations – Feature requests raised by paying customers will be reviewed by the product teams for consideration in a future release. Not all product requests will be considered as part of our product roadmap. (As outlined in Section 11, figure 2).

- Yellowfin Technical Support – Assisted support through defined support channels, during normal office hours defined by region, i.e. Monday-Friday from 8am-5pm excluding holidays.

- Access to all Yellowfin online resources - Provided for all registered users. Resources outlined below.

- Yellowfin Support Community – online collaborative community to post questions, problems, search knowledge base articles, submit tickets, share product ideas. Questions posted in the Community will be reviewed by the Yellowfin support team during normal business hours and will be in line with standard support SLA response times.

  - Main support community site: https://community.yellowfinbi.com/

  - Yellowfin product Wiki: https://wiki.yellowfinbi.com

  - Yellowfin University: https://university.yellowfinbi.com

- Yellowfin will appoint to some accounts a Customer Success Manager who can assist with providing (though not limited to) the following: Onboarding project management, scheduling of system health checks, performance review, new feature demos, adoption best practice, upgrade planning, and success planning sessions to help drive adoption of your Yellowfin product investment.

- Consulting Services – All post onboarding consulting services focused on environment and integration services are provided through one of our certified partners. In some cases, Yellowfin will provide integration, deployment, upgrade, and designs services to our customers at a set project or hourly fee.

2. Unassisted Support Offerings:

Yellowfin Unassisted Support provides you with the following support channels 24/7/365:

- Yellowfin Community: online collaborative community to post questions, search knowledge base articles, submit tickets, links to best practice documents, product downloads, Marketplace, and share product ideas.
  http://community.yellowfinbi.com

- Yellowfin University: Access to online learning center for the latest self-guided training programs, certification programs, and continuous education programs.
  https://university.yellowfinbi.com

- Yellowfin product Wiki: online product version overview for general product features and functionality. http://wiki.yellowfinbi.com

3. Support Channels

Yellowfin provides multiple channels for accessing support services, these include:

a. Yellowfin Community: access from yellowfinbi.com or community.yellowfinbi.com

Active customer login required to post, comment, access content, download content, or vote within the community. Customers can log in to the Community and search top trending topics, ask the community questions, post product ideas, and share their expertise with others. Customers will find all resource links under their community profile area including marketplace, downloads, white papers, and other value-based content.

b. Email Support: support@yellowfin.bi

Email support is only available for registered users holding an active and paid license via Yellowfin either direct with Yellowfin or through a certified partner. Emails received will create a new case that will be reviewed by our support team during standard business hours. System generated confirmations will let you know your request has been received and is in queue for the next available support desk agent.

Requests logged outside normal business hours will be reviewed and assigned the following business day.

c. Requests for Phone & Remote Desktop Support:

Licensed customers can request phone support or a remote desktop sharing session once a case has been created through our email or community channels. Once requests and needed technical details have been reviewed a Yellowfin technical support consultant will reach out or offer remote session times.

4. Standard Terms

The following terms, workflows, and services shall have the following meanings:

- Product Issue means a technical aspect or functionality of the product that doesn't execute or deliver results as described in the product documentation. An issue is recognized as a product defect when it has been reproduced, or sufficient details have been captured, so that an issue can be logged in our Defect Management System.

- Product Enhancement means any customer requested product/change or idea that is captured and reviewed by the Yellowfin Product team. Our product team will review and define a status for each request to correctly track and provide feedback to our customers. Product ideas or enhancements will be managed in our community to help us gather customer feedback using the four basic statuses below: Idea Logged, Not Planned, Planned, Completed

- Case means a single 'private' assisted support request that is logged via our support case system. A single case can involve multiple e-mails, remote sessions, off-line research, and/or scheduled phone calls. This will only be visible to the Yellowfin team and the ticket requester, along with any users that were included at the case owner's request.

- Post means a single 'public' post that is logged in our community system and relates to a specific 'question', 'idea' or 'problem' within the product. (For example, the use of a specific documented feature of the product or assistance with a specific problem or error message). This topic is visible to all Community users and can be actioned by other community users.

- Post/Ticket Status is defined in the following ways and refers to workflow steps for capture, validation, escalation, and/or tracking of customer incident(s):

  1. New - requests that has not been assigned to a Support Consultant. The request will be assigned to the next available global team member, during normal business hours, who will review the request, define the severity, and start working towards a resolution.

  2. In Progress - defined as a customer case or post that has been assigned to a Support Consultant and is currently being worked on.

  3. Awaiting Reply - defined as a customer case or post that has been assigned to a Support Consultant and is now awaiting on a response from the end user/requester. The assigned Support Consultant will resume investigation once response has been received.

  4. Defect Logged - defined as a case or post that has been confirmed to be a defect. A defect task will be created in our Defect Management System and the case or post will be updated to confirm its creation.

  5. Defect Fixed - the defect has been fixed, and the customer will be notified which product version the fix will be included within. Additionally, the release notes for each product release will list all the completed tasks by way of a description of the fix.

  6. Idea Logged - defined as a specific feature request applicable to specific client/s.

7. Not Planned - defined as an idea request that has been reviewed, though was not deemed a feasible product/ process change at this point in time.

8. Completed/Answered/Resolved - defined as any Post/Case that has been processed and confirmed to be resolved to the satisfaction of the customer.

5. Severity Levels

Upon receiving a request (excluding product ideas), Yellowfin will allocate a severity level, a target response time, and a target resolution time for the Issue (as defined below).

Severity Level means the level of business impact on the customer's workflow and defines the level of urgency that the Yellowfin Support Team will focus on while working towards a resolution. Yellowfin Support Consultants will work with the customer to define the severity, but the customer will have the right to request an escalation or de-escalation of the case as needed:

a. **S1 (System Down):** Complete system outage for a production environment affecting all users defined as not being able to log into the system. End-user access and workflow has been halted. S1 requests will require customer point of contact to be available for troubleshooting. If the customer point of contact is unavailable to assist with access or troubleshooting assistance, the case will be de-escalated to a S2 level.

b. **S2 (Work Stoppage):** Workflow issue affecting a minority of users defined as a work stoppage in a given area of the product or stopping end-users from completing critical workflow functions. End-users can work but a solution or workaround needs to be provided to ensure completion of critical workflow. This also applies to system outages for non-production instances.

c. **S3 (Medium):** Workflow issues that needs research or scheduled work to determine problem. No major work stoppage but minor annoyance to user(s) that will be reviewed by the Yellowfin Technical Support Consultants. Yellowfin and customer will define and agree a resolution time. Updates will be provided as needed or as requested by customer.

d. **S4 (Low):** General user questions, scheduled tasks, maintenance, upgrades, non-critical issues, enhancement requests, or documentation issues. These requests are typically closed on first contact, or once the request has been completed. Yellowfin and customer will define and agree upon a resolution time. Updates will be provided as needed or as defined by customer and project scope.

6. Response and Resolution

a. Response Time means the period within the working day, for a given region, from when a customer logs an assisted request to when the Yellowfin Technical Support Consultants acknowledges the request, and a severity is defined. Response times will be based on severity levels as outlined in figure 1.

b. Resolution means that Yellowfin will in good faith use reasonable efforts to resolve the customer request or product issue on a reasonably continuing basis until a resolution is reached, or as agreed to by Yellowfin and the customer. Estimated resolution times are measured, from the acknowledged acceptance of the request by the Yellowfin Support team, to when the Software can be used with functionality reasonably consistent with the applicable documentation, and/or in such other applicable manner as is appropriate.

The resolution of an issue can mean one or more of the conclusions below:

i   Providing a reasonable solution to the customer so that normal workflow is restored.

ii   Providing a reasonable work-around to the customer so that normal workflow is restored.

iii   Determination by Yellowfin that the issue is an enhancement request, raising the request to Yellowfin Product Management for future consideration.

iv   Escalation of a product defect to Yellowfin's Development team for review. The customer will be updated on the status and next steps as quickly as possible.

Severity	Initial Response Time	Update Schedule
S1: System Down	8 hours	Yellowfin and customer will determine the update schedule.
S2: Work Stoppage	24 hours	Yellowfin and customer will determine the update schedule.
S3: Medium	48 hours	Yellowfin and customer will determine the update schedule.
S4: Low	72 hours	Yellowfin and customer will determine the update schedule.

c. Response Time Variables initial response times are based on the standard business hours within the region the licensee is registered.

    i   Response times can and will be impacted if the customer cannot provide requested information for the Support Desk Team to assist further.

    ii   Yellowfin's ability to achieve a workable resolution will be adversely impacted if the customer cannot provide the details requested by a member of the Yellowfin Support Desk team.

    iii   Customer shall be responsible for contacting Yellowfin to log a request and work with a member of our Support Desk team to determine the severity of the issue. It is the responsibility of the customer to know their IT environment, or have access to people who can assist, including and without limitation to: firewalls, system access, changes in VPN access, database changes, login & password changes, IP address changes, etc.

7. Assisted Support Exclusions

a. Environmental Issues Yellowfin is not responsible for any hardware, network, 3rd party software integrations or unique configuration specific to the customer environment. The customer is responsible for all systems and networks to be set up to meet Yellowfin specifications. Yellowfin's Support Desk can provide troubleshooting suggestions and limited guidance for unexpected behavior in these cases. However, Yellowfin is not responsible for the resolution of any such behavior. Yellowfin may also suggest a paid technical consultancy service via a certified Yellowfin partner to further assist.

b. Non-standard Customization or Integration of Software is Not Part of Maintenance and Support: Any requests to perform customization, installation, integration, or environmental configuration is not covered via Yellowfin Technical Support. The Support Consultant can provide troubleshooting suggestions or documentation in these cases. However, Yellowfin Support is not responsible for the resolution of any such behavior. Yellowfin may also suggest a paid technical consultancy via a certified Yellowfin partner to further assist.

c. Unauthorized Customization or Integrations: Yellowfin will not support any customer that makes modifications to the Yellowfin software code base or uses custom integration solutions other than the documented Yellowfin APIs.

8. Requesting Support from Yellowfin: Direct Customers Obligations

a. All requests should be created using a Yellowfin registered user account.

b. All requests should be raised with clear documentation pertaining to the question, feature request, problem.

9. Requesting support from Yellowfin: Resellers & Distributors

To receive Level 2 support from Yellowfin, Resellers are expected to provide first level technical support to their licensed End Users by their Yellowfin trained personnel. This will include obligations to:

a. Yellowfin University certifications have been completed by key partner staff who are defined as the 'Yellowfin System Experts', team has stayed current on the latest product release notes, users have access and understanding of the technical configuration of their or the customer(s) environment, use case, and have access to the systems key admin console areas.

b. Provide 'How to' Level 1 support to end users, including:

    i.   Answer product questions pertaining to set up, features, and general how-to's.

    ii.   Research support issues in YF Community, Wiki, Resources etc prior to contacting support.

    iii.   Validate and diagnose problems to the best of their ability, with a clear understanding of the issue and impact.

iv. Work with End User to ensure reported errors are reproducible.

v. Recommend workarounds where possible.

vi. Rule out environment, integration, and external system(s) issues.

vii. Gather standard system output files needed for escalation to level 2 support to Yellowfin Support Desk.

c. Promptly escalate any unresolved issues with the software to the Yellowfin Support Desk team via the defined channels outlined above.

d. Provide clear documentation (and supporting files) pertaining to the question, feature request, problem.

e. Yellowfin support personnel shall be the sole conduits of communication with partner regarding the open case unless previously agreed upon by both partners.

f. Yellowfin will only accept queries and defect/error requests from designated and trained First or Second Level partner support contact(s).

10. Release Management

We aim to release frequent updates to Yellowfin to:

- Deliver new product features and improvements
- Address any quality or security issues in a timely manner

a. Product Release Numbering

Yellowfin uses a three-place numbering schema to designate versions of the software using the following approach:

- Major release = "9"
- Minor or quarterly release = "9.1"
- Patched release (as needed) = "9.1.1"

b. Release contents

Yellowfin aims to constantly innovate and deliver important new capability into the product on a regular basis. From time to time, we may have a major product release and increment the primary version number (for example, from 8.x to 9.x). These releases typically involve significant new functionality. Outside of major releases, our aim is to deliver regular releases for our main supported version which will contain new functionality and product fixes.

In addition, Yellowfin will provide ongoing support for older releases of the software, as outlined in Section 12, figure 2. These releases will primarily be focused on product fixes and security. These releases will be made available up to the end- of-life date for that release stream.

Where necessary, we will also release patched releases on a more regular basis to address urgent quality or security related issues across all releases.

Release notes are available on the Yellowfin wiki.

c. Upgrading

Yellowfin encourage all Customers to stay up to date with software releases. This ensures the best possible experience from a feature perspective, but also ensures Customers are taking advantage of the most recent product and security fixes.

Yellowfin recommends that Customers undertake thorough testing prior to upgrading in production, including the testing of any custom integration processes and web services calls. Further, it is always recommended that you create backups before any upgrades are performed.

d. Beta Releases

Occasionally and when possible, we will release "Beta releases" for the next major Yellowfin software release or to get feedback on a new feature. How often and when we do so depend on the current development cycle. Beta releases will be announced within the Yellowfin Community, or you can contact your Customer Success Manager to inquire about beta access. Beta releases are published for testing integration and early feedback about our work; under no circumstances should the beta release be used as a production release. Yellowfin will not provide any level of troubleshooting or updates outside planned scheduled beta updates as we work towards a general acceptance release of the beta version.

11. End of Life Schedule

To continually provide our customers with the highest quality and most cost-effective solutions, Yellowfin will retire older product versions. This allows us to focus more resources on enhancing current versions that support the latest technological innovations. Ultimately, this enables us to provide our customers and partners with the best BI toolsets so you can grow your business. The reasons that drive these changes, include:

a. Technical advances in computing and networking may mean that maintaining an old application, in an evolving network environment may become cost prohibitive, and

b. By committing time and resources to older versions our ability to provide our partners with the latest technology solutions is impacted. Additionally, newer products will include fixes and/or enhanced functionality that allow for greater return on your investment. Customers and partners requesting support on unsupported Yellowfin versions will be asked to upgrade to the current release before any extensive work.

Customers and partners requesting support on unsupported Yellowfin versions will be asked to upgrade to the current release before any extensive work will be performed on their product issue. Staying current ensures that your end users have the latest enhancements and fixes.

12. End of Life Product Schedule Details

Any changes in support schedules will be updated in this document and announced within the Yellowfin Community, Proactive Alerts, Customer Success Manager communication, and Release Notes for the affected products.

Customers and partners requesting support for unsupported Yellowfin versions will be asked to upgrade to the most recent supported software version before any extensive work will be performed. If a customer can't upgrade to a supported release in a timely fashion and/or has other requirements, then the customer should contact us for a proposal for additional support to address customer's particular requirements. Any additional support is subject to written agreement.

If a customer has a work stoppage Severity 1 outage, where user has subscribed and paid for Extended Support, we will provide a patch if:

• A workaround is not feasible to return the Yellowfin system to a status of 'business as usual'

• Customer can't upgrade to a supported release in a timely fashion

In some cases, Yellowfin will provide extended support so customers and partners can have proper time to plan their upgrade project. Extended support releases will primarily be focused on high severity product fixes and security. These releases will be made available up to the end-of-life date outlined in the table below.

Product Version	Support Status	End of Life Schedule
8 series & older	Unsupported	EOL
9 series (9.0 to 9.6 releases)	Extended Support	Dec 2024
9 series (9.7 and above)	Supported	

13. Language Support

Yellowfin will support the following languages across major product releases. Other languages that have been translated by our partners may be found in our Marketplace.

All major and minor product releases will be released with English as the core language. The below supported languages will be updated for major general release versions. Language updates will not be included for beta versions and some minor releases.

Language Support	
English	✔
Spanish	✔
French	✔
Japanese	✔
Chinese Simplified	✔

Language Support	
German	✔
Brazilian Portuguese	✔
Italian	✔
Dutch	✔

14. Accessibility

Yellowfin is committed to providing access to its software for people with a disability, defined under the US Governmental Legislation Section 508 Amendment to the Rehabilitation Act of 1973, which reinforces best practices that we encourage all organizations to follow. We proactively educate our product teams about accessible design and the Section 508 Access Board standards. We make sure to partner with companies who also hold our same company beliefs; ensuring that our partners and their end-users can take full advantage of the wonderful tools built into today's web-based browsers that power the Yellowfin solution.