

DATACORAL PRICING

BASE INSTALLATION <ul style="list-style-type: none">• 2 Connectors (included in catalog)• 1 Destination (“warehouse/data lake”)• 1B rows ingested/month excluding initial sync• Unlimited users	\$2,500/month
ADDITIONAL CONNECTORS <ul style="list-style-type: none">• Regular connector available in catalog• Custom-built connector• Enterprise Connectors (JDBC, Events, Change Data Capture, Netsuite)• Sharded Database Connector (upto 4 shards)<ul style="list-style-type: none">◦ Additional shard	\$350/month \$3500 upfront + \$350/month after 10 months \$500/month \$1000/month \$150/month
ADDITIONAL TRANSFORMATIONS <ul style="list-style-type: none">• Destination Warehouse• Container Transformations	\$1000/month \$1000/month
ADDITIONAL DATA VOLUME <ul style="list-style-type: none">• Additional 1MM rows per month	\$100/month
SUPPORT PLANS <ul style="list-style-type: none">• Business• Gold• Platinum	5% of Monthly Fee 10% of Monthly Fee 20% of Monthly Fee

DATACORAL SUPPORT TIERS

Feature	Business	Gold	Platinum
SERVICE DESK ACCESS File tickets for bugs/issues/questions you are seeing	Yes	Yes	Yes
UPDATES & PATCHES Receive updates and fixes with no additional effort	Yes	Yes	Yes
ADVISORY SERVICES Review and guidance based on your use cases.	Up to 1hr/month	Up to 2hrs/month	Up to 10hrs/month
SUPPORT SERVICE HOURS Live support during customer local North America time zone.	9am – 6pm, Business Days*	Severity 1 & 2: 24x7x365, Severity 3 & 4: 9am – 6pm, Business Days*	Severity 1 & 2: 24x7x365, Severity 3 & 4: 9am – 6pm, Business Days*
SLACK CHANNEL Per customer dedicated Slack channel for informal communication between the two teams, such as basic questions and information exchange.	No	Yes	Yes
DATA FRESHNESS SLAs* Data will be fresh 99% of the time during each Measurement Period (712 Hrs of 720 Hrs per table per month).	No	No	Yes

* Support business hours are Monday through Friday excluding US holidays, from 9AM to 6PM in customer's local North America Timezone.

+ Considerations for Data Freshness SLAs

1. Lag in source system (like replica lag) will not count towards data freshness SLA
2. Planned downtime - Source, warehouse, Datacoral planned maintenance will not be counted towards data freshness SLA
3. Unplanned downtime of source database or AWS resources - Datacoral will work closely with the customer to get the systems back up on priority
4. Warehouse resource unavailability - Increased use of warehouse outside of Datacoral's purview could lead to a lag in loads. Datacoral will work with the customer to get the warehouse back to good shape during which freshness SLAs will not count.

SCHEDULE 1
BUSINESS SUPPORT SERVICES AND SERVICE LEVELS

1. **Definitions.** The following capitalized terms will have the following meanings in this **Schedule 1**. Other capitalized terms not defined in this **Schedule 1** will have the meanings ascribed to them in the Agreement:

1.1. “**Available**” or “**Availability**” is defined as the percentage of time during each Measurement Period that the Hosted Service is available. Availability is calculated as follows:

(total hours in a Measurement Period (less Excluded Events)) minus (total Unavailable hours during that Measurement Period (less Excluded Events)) multiplied by 100, divided by (total hours in the applicable Measurement Period (less Excluded Events)).

2. “**Excluded Events**” means: (a) normal scheduled maintenance to the Hosted Service ; (b) maintenance or Upgrades requested by Customer at times agreed upon in writing by Customer; (c) maintenance or Upgrades proposed by Datacoral at times agreed upon in writing by Customer; (d) outages due to any malfunction or failure of an Authorized User’s connectivity to the Hosted Service, an Authorized User’s incorrect input of log-in information, or denial of access to any Authorized User at the direction of Customer; (e) events described in Section 12.12 of the Terms and Conditions; (f) outages caused by Customer Data or any act of Customer or any Authorized User; or (g) outages caused by equipment, software, telecommunications service or Internet connectivity not managed or provided by Datacoral, including Customer Systems. Unless otherwise agreed upon in writing by the Parties, the normal scheduled maintenance referenced in Section 2(a) above will be performed between midnight Pacific Time Saturday through 5 a.m. Pacific Time on Mondays. Notwithstanding anything in the foregoing Section 2, scheduled maintenance will not exceed twenty (20) hours in a given calendar month during the Term.

2.1. “**Measurement Period**” means each calendar month during the Term.

2.2. “**Unavailable**” means that all Authorized Users are unable to use any part of the Hosted Service directly as a result of a failure of the Hosted Service that is not an Excluded Event.

3. **Availability.** The Hosted Service will be Available 99.9% of the time during each Measurement Period.

4. Service Credits. If Datacoral fails to provide the Availability objective in Section 3 above, then, as Customer's sole and exclusive remedy, Customer will receive a credit on its next quarterly invoice equal to the corresponding percentage below of the monthly fees set forth in the Order Form for the month in which the Availability objective was not obtained. Credits will be issued automatically (i.e. they do not require Customer's request). If there are outstanding credits on termination of the Agreement – they will promptly be paid-out to Customer.

<u>Availability</u>	<u>Credit</u>
Availability of 99.0% - 99.89%	10%
Availability of 98.0% - 98.99%	15%
Availability of 97.0% - 97.99%	20%
Availability of 95.0% - 96.99%	25%
Less than 95.0%	50%

Remedies will not accrue (i.e., no credits will be issued and an outage will not be considered Unavailability) if Customer is not current in its payment obligations either when the outage occurs or when the credit would otherwise be issued.

5. Customer Support. Customer support for the Platform can be reached at support@datacoral.co and is available from 9:00 a.m. Eastern Time to 6:00 p.m. Eastern Time Monday-Friday, excluding federal holidays, for all support requests, and 24 hours, 7 days per week for Critical Priority requests. All Critical Priority issues must be reported via the Datacoral Service Desk at <https://datacoral.atlassian.net/servicedesk>. Datacoral will not be responsible for addressing or resolving issues that Datacoral reasonably determines are caused by the Customer Systems or any misuse of the Platform. For each support issue

reported by Customer, Datacoral will: (a) assign a priority level in its reasonable discretion in accordance with the table below; and (b) respond to Customer and provide status updates in accordance with the time periods set forth in the table below. For Critical and High Priority Issues, from that point forward until the issue is resolved, Datacoral will notify Customer’s designated contact of the status of resolution at least once daily.

Severity Level	Error State Description	Target Response Time
1 – Critical Priority	Renders the Platform inoperative	Two hours
2 – High Priority	Affects the operation the Platform and materially degrades Customer’s use thereof	4 business hours
3 – Medium Priority	Affects the operation of the Platform but does not materially degrade Customer’s use thereof	Next business day during business hours
4 – Low Priority	Causes only a minor impact on the operation of the Platform	2 business days during business hours

6. Service Credits. If Datacoral fails to address any issue that it has an obligation to address under Section 5 above by the target response time set forth in the table in Section 5 above, then, as Customer’s sole and exclusive remedy, Customer will receive a credit on its next quarterly invoice equal to the corresponding percentage below of the monthly fees set forth in the Order Form for the month in which any such failure occurred.

<u>Target Response Time</u>	<u>Credit</u>

Datacoral's failure to comply with the Target Response Time for a discrete Severity Level event	2%
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Remedies will not accrue (i.e., no credits will be issued) if Customer is not current in its payment obligations either when the failure occurs or when the credit would otherwise be issued.

Sole remedies in this Schedule 1 are also subject to Customer's termination rights in the Agreement.