

**CLOUDERA SUPPORT SERVICES POLICY  
SUPPLEMENT FOR EXTENDED SUPPORT**

This Cloudera Support Services Policy Supplement for Extended Support (the “*Extended Support Supplement*”) sets forth terms and conditions that apply specifically to Cloudera Extended Support offerings. For Customers purchasing Cloudera Extended Support for Cloudera Products, the terms of this Extended Support Supplement are effectively incorporated into the Support Services terms available at: <https://www.cloudera.com/legal/commercial-terms-and-conditions/cloudera-support-policy.html>, (the “*Support Terms*”). Capitalized terms not otherwise defined herein will have the meanings assigned to them in the Support Terms. In the event of a conflict between the terms of this Extended Support Supplement and the Support Terms, the terms of this Extended Support Supplement will prevail specifically with respect to Cloudera Extended Support offerings.

**1. Eligible Cloudera Products.** Extended Support offerings are available only for Cloudera Products identified in the applicable Order Form that includes the purchase of Extended Technical Support offerings (the “*Eligible Cloudera Products*”).

**2. Extended Support.**

**2.1. Availability of Extended Support.** Extended Support for a specific Major Release of an Eligible Cloudera Product is available during that period beginning on the day following the end of maintenance (as described in the Support Lifecycle Policy: <https://www.cloudera.com/legal/policies/support-lifecycle-policy.html> ) for such Major Release and ending twelve (12) months thereafter (such 12-month period referred to herein as the “*Extended Support Period*”).

**2.2. Prerequisites to Purchase.** Only customers with an active Support Subscription for the Eligible Cloudera Product may purchase Extended Support for such Eligible Cloudera Product. Customers that purchase Extended Support must maintain the underlying Support Subscription for the Extended Support Period.

**2.3. Scope of Extended Support.** For Customers that purchase Extended Support, Cloudera will make commercially reasonable efforts to provide the features of standard Support, as described in the Support Terms, subject, however, to the following additional terms and restrictions:

**2.3.1.** Extended Support can only be applied to a customer’s environment as was supported under standard Support just prior to the start of customer’s Extended Support subscription (the “*Original Supported Environment*”), e.g., no cluster growth or changes to use cases or workload as compared to the Original Supported Environment;

**2.3.2.** Cloudera will not take any Enhancement Requests for the applicable Major Release during the Extended Support Period, and no new features or backports are provided with Extended Support, with the exception that Cloudera may, at its sole discretion, provide fixes that it deems to be critical security fixes; and

**2.3.3.** Provision of Extended Support is dependent upon:

**2.3.3.1.** The continued support of underlying technologies within Customer’s environment (operating systems, JDKs, and databases) by their respective third-party vendors; and

**2.3.3.2.** The continued availability of third-party libraries/dependencies within Customer’s environment that may be required to build and release support fixes.