**Tableau Software, LLC**
**Tableau Cloud Technical Support Policy**

**I.    Overview.**

This Tableau Cloud Technical Support Policy (**"Support Policy**") describes the policies and procedures under which Tableau Software, LLC, or its applicable affiliate ("**Tableau**"), provides technical support services ("**Technical Support**") for its proprietary hosted service Tableau Cloud ("**Tableau Cloud**") to its customers (each, a "**Customer**").

Technical Support is provided for Tableau Cloud pursuant to the subscription agreement under which Customer has purchased a subscription to Tableau Cloud (the "**Agreement**") and is subject to the terms and conditions of that Agreement and the terms of this Support Policy. Technical Support is provided for the term specified in the Ordering Document. All undefined capitalized terms used herein shall have the same meaning as set forth in the Agreement.

Technical Support is provided through the supported channels as indicated on Annex A to this Support Policy ("**Supported Channels**").

This Support Policy sets forth expectations for Technical Support between the Customer and Tableau's Technical Support organization, including:

**A.**    Who is authorized to submit Incidents?

**B.**    How to submit Incidents?

**C.**    What types of Incidents are supported?

**D.**    How and when Tableau responds to and closes reported Incidents?

**II.   Definitions.**

**A.**    Incident: Each individual issue with Tableau Cloud reported to Tableau by a Named Customer Contact through a Supported Channel.

**B.**    Named Customer Contact: Qualified individuals knowledgeable of the platform, tools, policies, and practices in use by the Customer. Customers are expected to make every effort to ensure that the individuals designated as Named Customer Contacts are qualified to support the Customer teams internally. Named Customer Contacts are limited to the number specified in Annex A of this Support Policy.

**III.  Scope of Technical Support.**

**A.**    What Technical Support Includes: Technical Support is intended to provide assistance to Named Customer Contacts for issues and questions beyond what is covered in the Documentation. Tableau shall use commercially reasonable efforts to provide Customer with Technical Support services consisting of the following: (a) web-based submissions of Incidents submitted by Named Customer Contacts; (b) troubleshooting regarding usage and connection issues related to Tableau Cloud; (c) a forum where Customer, partners, and other users of Tableau Cloud can share information and ideas about using Tableau Cloud; (d) access to the Supported Channels, and (e) troubleshooting related to the following Customer activities with respect to Tableau Cloud:

**1.**    Basic Configuration Issues: Support for configuration includes troubleshooting Customer's configuration settings for Tableau Cloud to ensure proper operation and connectivity.

**2.**    Usage Issues: Tableau qualified personnel will answer Customer's "how to" questions related to standard and intended Tableau Cloud usage.

**3.**    Efforts to Correct Tableau Cloud: Tableau shall make commercially reasonable efforts to correct defects or other errors in Tableau Cloud.

**B.**    What Technical Support Excludes: Tableau has no Technical Support obligations with respect to the issues relating from: (a) Customer's equipment, network connections or other infrastructure; (b) use of Tableau Cloud by Customer in violation of the Agreement; (c) alterations, add-ons, customizations, or modifications to Tableau Cloud by any party other than Tableau; (d) defects, failures, or downtime due to any factors beyond Tableau's reasonable control or due to any force majeure event

as described in the Agreement; (e) Evaluation Access to Tableau Cloud or other software provided at no charge; (f) training, customization, integration, and any issues arising from unauthorized use of Tableau Cloud; and (g) any on-site services or remote access services.

C.   Tableau's Efforts. While Tableau will make commercially reasonable efforts to correct defects or other errors in Tableau Cloud and respond to Incidents as described in this Support Policy, Customer acknowledges that it may not be possible for Tableau to correct every or any defect, error, or problem reported by Customer or of which Tableau is otherwise made aware.

IV.   **Policy Details.** Important details of this Support Policy are set forth on Annex A including the business hours during which Tableau provides Technical Support ("**Business Hours**"), limits on the number of Named Customer Contacts, target response times for Incidents, and other details.

V.   **Named Customer Contacts.**

A.   Customer may designate up to the number of Named Customer Contacts specified in Annex A of this Support Policy and may make changes to its Named Customer Contacts as described in the [Customer Portal (https://customer.tableau.com/)](https://customer.tableau.com/). Named Customer Contacts may be reassigned periodically over time, but may not be reassigned so frequently as to enable the sharing of access to more than the number of Named Customer Contacts allowed in Annex A or as otherwise agreed between the parties.

B.   Named Customer Contacts may report Incidents on behalf of other Authorized Users of Tableau Cloud within Customer's organization, provided that the Named Customer Contact continuously acts as the intermediary between Tableau and such Authorized Users, collaborating with Tableau to resolve the reported Incident and maintaining communication with all involved parties.

VI.   **Incident Submission.**

A.   How to Submit Incidents. Unless otherwise specified in a supplemental support offering purchased by Customer, Incidents are to be submitted to Tableau by a Named Customer Contact through the Supported Channels as indicated on Annex A to this Support Policy.

B.   How to Report an Incident. In order to expedite the resolution of Incidents, Tableau expects that Customer will make every attempt possible to:

1.   Verify that the Incident is reproducible.

2.   Provide information necessary to help Tableau track, prioritize, reproduce, and investigate the Incident, including Customer's name, relevant data as well as listing steps to reproduce the Incident.

3.   Provide a full description of the Incident and expected results.

4.   Categorize issues (general question, defect, feature request, etc.).

5.   Provide any applicable log files or console output (de-identified of sensitive data if appropriate).

6.   Provide exact wording of all Incident-related error messages.

7.   Describe any special circumstances surrounding the discovery of the Incident, e.g., first occurrence or occurrence after a specific event, Customer's business impact of problem, and suggested priority for resolution. **8.**   Identify   Incident number in any ongoing communications with Tableau on an existing Incident.

C.   Customer Cooperation. Customer will provide information and access to Customer resources as reasonably required for Tableau to provide Technical Support. Tableau will be excused from any non-performance of its obligations hereunder to the extent any such non-performance is attributable to Customer's failure to cooperate as set forth herein.

VII.   **Incident Response and Closure.**

A.   Tableau Incident Response. For each Incident reported by Customer in accordance with these procedures, Tableau shall:

1. Confirm receipt of the reported Incident with an automated electronic acknowledgement.

2. Set a Priority Level for the Incident in accordance with the terms below.

3. Upon request of Customer, discuss Priority Level and ongoing communication time frame. Tableau may modify the Incident settings.

4. Use commercially reasonable efforts to respond to the Incident within the time specified in Annex A to this Support Policy.

5. Analyze the Incident and, as applicable, verify the existence of the problem(s) resulting in the Incident, which may include requesting that Customer provide additional information, logs, and re-execution of commands to help identify the root cause and dependencies of the reported issue.

6. Give Customer direction and assistance in resolving the Incident.

7. Keep a record of ongoing communications with Customer.

B. <u>Priority Levels.</u> Tableau Technical Support personnel will assign a priority level ("**Priority Level**") to each Incident based on the criteria below:

| Priority # | Priority Level | Description |
|---|---|---|
| Priority 1 (P1) | Critical | The highest priority. Indicates a reported Incident where Tableau Cloud is completely unavailable and inaccessible to all of Customer's Authorized Users. |
| Priority 2 (P2) | High | Indicates a reported Incident where the issue has severely impacted the performance of Tableau Cloud's intended use as described in the Documentation and is causing a material and adverse impact to the majority of Customer's Authorized Users; or, Tableau Cloud is materially not operating within the functionality described in the Documentation and it is impacting the majority of the Customer's Authorized Users. |
| Priority 3 (P3) | Medium | Indicates a reported Incident where the issue has an impact on the performance and/or functionality of Tableau Cloud as described in the Documentation that is impacting a minority of the Customer's Authorized Users. |
| Priority 4 (P4) | Low | Indicates all questions on how to use Tableau Cloud. |

C. <u>Closure of Incidents</u>. After assigning a Priority Level, Tableau will use commercially reasonable efforts to provide initial responses and updates based on the targets in Annex A. Incidents shall be closed in the following manner:

1. <u>For solvable Incidents</u>: Depending on the nature of the Incident, the resolution may take the form of an explanation, recommendation, usage instructions, workaround instructions, or advising Customer of an available fix.

2. <u>In the event that custom or unsupported plug-ins or modules are used</u>: Tableau may ask, in the course of attempting to resolve the Incident, that Customer remove any unsupported plug-ins or modules. If the problem disappears upon removal of an unsupported plug-in or module, then Tableau may consider the Incident to be resolved. Supported plugins or modules are defined as those listed and defined as supported in the Documentation.

3. <u>For Incidents outside of scope of Technical Support services</u>: Tableau may also close Incident by identifying the Incident as outside the scope of Technical Support (pursuant to Section III above) or arising from a usage case which is excluded from this Support Policy.

4. <u>Dormant Cases:</u> Tableau will consider an open case dormant (and may close the case) if the Named Customer Contact has not responded to two (2) attempts or more made by Tableau to collect additional information required to solve the case. Customer may request Incidents be re-opened for up to thirty (30) days after case closure. At Tableau's sole discretion, Incidents will be re-opened for further investigation if the Incident is deemed to be solvable.

VIII. **Security.** Tableau will maintain industry-standard physical and data security systems reasonably designed to prevent unauthorized access to the servers that make Tableau Cloud available to Customer. Tableau's standard practice is

to routinely backup (not less frequently than once per day) all Customer Data. All storage, backup and archival media containing Customer Data shall: (a) be physically stored in a secured area; (b) be logically separated from any other customers' data; and (c) be protected by industry-standard encryption methods.

IX. **Tableau Cloud Service Level Objective.**

A. **Service Level Objective.** Tableau shall undertake commercially reasonable efforts to make the Tableau Cloud Covered Services (defined below) available with a Monthly Availability Percentage of not less than 99.9% of each calendar month, except as provided below.  Monthly Availability Percentage will be calculated per calendar month, as follows:

$$Success\ Rate_{5\ min} = \left( \frac{Request\ Count - Error\ Count\ (5xx)}{Request\ Count} \right) * 100\%$$

$$Monthly\ Availability\ Percentage = Avg\ (Success\ Rate_{5\ min})$$

**Where**:

- "**Success Rate**" is calculated in 5-minute intervals by multiplying by 100% the total Request Count for that 5-minute interval less the Error Count for that 5-minute interval as such difference is divided by the Request Count for that 5minute interval. If Customer did not make any requests in a given 5-minute interval, that interval is assumed to have a 100% Success Rate.

- "**Request Count**" means the total number requests made by Customer within the Tableau Cloud sign-in, home page, and explore services (collectively, the "**Tableau Cloud Covered Services**").

- *"Error Count"* means the total number of internal service errors returned as error status of 5XX error for requests to the Tableau Cloud Covered Services. This "Error Count" is calculated for only the Tableau Cloud pod hosting Customer's instance of Tableau Cloud.  The calculation of the number of internal server errors will not include errors that arise directly or indirectly as a result of any of the Service Level Objective Exclusions described below.

- *"**Monthly Availability Percentage**"* is the average Success Rate across all 5-minute intervals in the applicable calendar month. For any partial month, the Monthly Availability Percentage would be calculated on a pro rata basis using the number of days Customer had an active subscription to Tableau Cloud during such month.

- *"Service Level Objective Exclusions"* include**:**

  o Any scheduled maintenance posted on [trust.tableau.com](trust.tableau.com) or planned downtime of which Tableau gives 24 or more hours' notice in accordance with the Agreement or via a conspicuous on-screen message in Tableau Cloud. Tableau will use commercially reasonable efforts to schedule all planned downtime during the hours from 6:00 p.m. Friday to 3:00 a.m. Monday, U.S. Pacific Time.

  o Any unavailability caused by circumstances beyond Tableau's reasonable control, including, for example, an act of God, act of government, flood, fire, earthquake, civil unrest, act of terror, strike or other labor problem (other than one involving Tableau employees), or Internet service provider failure or delay, non-Tableau application, or denial of service attack.

  o Any unavailability that results from (i) any actions or inactions of Customer; (ii) Customer's equipment, software or other technology and/or third party equipment, software or other technology (other than third party equipment within Tableau's direct control); or (iii) Tableau's suspension or termination of Customer's right to use Tableau Cloud in accordance with the Agreement.

B. **No Refund.** Nothing in this Section IX, express or implied, shall create any new, separate, or different obligations for Tableau with respect to its provision of Tableau Cloud not already contained in the Agreement, including but not limited to the

Limited Warranty set forth in Section 6.1 thereof. For the avoidance of doubt, a breach of this Section IX does not entitle Customer to any refund or credit.

**Annex A to Tableau Cloud Technical Support Policy**

| SUPPORTED PRODUCT | |
|---|---|
| Tableau Cloud | |
| **POLICY TERMS** | |
| Tableau Cloud Technical Support Effective Coverage Hours | Available during local business hours. Limited support during Tableau events and holidays, as posted on the Tableau Support Services Page (www.tableau.com/support/services) |
| Business Hours (Americas) | 6AM to 6PM, Pacific Time, Monday through Friday |
| Business Hours (EMEA) | 8AM to 5PM, Greenwich Mean Time, Monday through Friday |
| Business Hours (APAC) | 8AM to 5PM, Singapore Time, Monday through Friday |
| Supported Channels | Customer Portal (https://customer.tableau.com/) Web Form (https://www.tableau.com/support/case) |
| Named Customer Contacts | Up to three (3) Named Customer Contacts |
| Escalations | Escalation possible through Sales contact |
| **TARGET RESPONSE TIMES AND UPDATE FREQUENCY DURING BUSINESS HOURS*** | |
| Target Response Time | P1 – 8 hours<br>P2 – 48 hours<br>P3 – 72 hours<br>P4 – Weekly |
| Target Update Frequency | P1 – 24 hours<br>P2 – 72 hours<br>P3 – Weekly<br>P4 – Bi-Weekly |

*Tableau provides responses and updates during Business Hours only. Target response times will correspondingly carry into subsequent business days.