



Extended Support

You need to act quickly to extract value from your data, operationalize it, and build your business. Downtime is simply not an option. Tableau Extended Support enables your organization to avoid or reduce downtime and expedite the value of your investment through accelerated target response times and 24x7 support for critical issues.

Accelerated target response time

When a critical issue occurs, you don't have time to wait for a solution. Extended Support keeps your business running smoothly with accelerated target response times and more frequent updates for critical (P1) and high priority (P2) issues.

Support when you need it

Your business runs around the clock and on the weekends—and so do we. Extended Support provides access to support technicians, for critical (P1) issues, 24 hours a day, 7 days a week.

Benefits at a glance

Plan Benefits	Standard Support	Extended Support
Contact Options		
Communities and Knowledge Base	✓	✓
Coverage	BH	BH, 24x7 (P1 Only)
P1, P2 Response Time*	8h, 24h	2h, 8h
P1, P2 Update Frequency*	24h, 72h	24h, 48h
Named Contacts	3	5

BH: Business Hours

* P1 and P2 issues are Priority 1 and Priority 2 issues as defined in the [Technical Support Policy](#).

Get started

Reduce risk of downtime and get the help you need when you need it most. To learn more or get started with our Extended Support program, contact your Sales Account Representative.