

**Tableau Software, LLC**  
**Premium Support Policy**

**I. Overview**

This Premium Support Policy (“**Premium Support Policy**”) describes the policies and procedures under which Tableau Software, LLC or its applicable affiliate (“**Tableau**”) provides Premium Support Services (“**Premium Support**”) for its proprietary Server, Desktop, and Prep software products (“**Software**”) to its customers (each, a “**Customer**”).

Premium Support is subject to the terms and conditions of the License Agreement, the terms of Tableau’s [Technical Support Policy](#) and the terms of this Premium Support Policy. Premium Support services are provided for the term specified in the Ordering Document. Any undefined terms used herein shall have the same meaning as stated in Tableau’s Technical Support Policy and the License Agreement.

Premium Support is provided through Tableau’s supported channels as indicated on Annex A to this Premium Support Policy (the “**Supported Channels**”).

Premium support must be purchased for all purchased subscriptions and licenses in covered deployments. Therefore, Customer may incur additional support charges as new subscriptions or licenses for included products are added to a given deployment.

**II. Eligibility**

A Customer is eligible for Premium Support provided that they have purchased the Premium Support services and are current Technical Support customers in accordance with the Technical Support Policy. Premium Support shall not apply to the Customer’s affiliates or subsidiaries who have purchased their own Software under a separate License Agreement, unless the parties agree otherwise in writing.

**III. Designated Contacts**

“Designated Contacts” are Users Customer identifies as primary liaisons between Customer and Tableau for technical support. Customer shall identify and maintain at least one (1) Designated Contact. Customer shall notify Tableau whenever Designated Contact responsibilities are transferred to another User. Customer’s Designated Contacts shall be responsible for: 1. overseeing Customer’s support case activity, 2. developing and deploying troubleshooting processes within Customer’s organization, and 3. resolving password reset, username and lockout issues for Customer. Customer shall ensure that Designated Contacts are A. knowledgeable about the applicable Services in order to help resolve, and to assist Tableau in analyzing and resolving technical issues, and B. have a basic understanding of any problem that is the subject of a case, and the ability to reproduce the problem in order to assist Tableau in diagnosing and triaging it.

Designated Contacts are also eligible for certain Proactive Services covered under section (IV) below.

**IV. Premium Support Services**

Along with the Technical Support services outlined in the [Technical Support Policy](#), Premium Support includes the following additional offerings.

**A. Reactive Support:**

- 1) Incidents reported by a User Contact covered under Premium Support will be handled and processed by a technical support team for the Premium Support program.
- 2) Tableau will make commercially reasonable efforts to call the User Contact on Severity Level 1 and Severity Level 2 Incidents during the Premium Support effective coverage hours (“**Coverage Hours**”) set forth in Annex A to this Premium Support Policy.
- 3) The definition of Severity Level 1 Incidents set forth in the Technical Support Policy shall also include Incidents where the issue has severely impacted the performance of the Software and as a result the Customer experiences a complete loss of core business process and work cannot reasonably continue.

B. Proactive Account Care:

- 1) **Technical Account Manager (“TAM”)** - Designated Contacts have direct access to a primary named TAM during the TAM’s standard business hours in their local time zone as specified in Annex A. The TAM will make reasonable efforts to ensure that Incidents are prioritized, routed, and managed according to the Premium Support services offered herein covered under the purchased Premium Support Program. TAMs will also provide guidance on best practices and recommendations for Tableau products and services after assessing the customer’s business needs and requirements.
- 2) **Upgrade Planning Assistance** – Conduct preparation and planning services relating to the upgrade of Production Environments or Non-Production Environments for the purpose of installing new Software licenses or Maintenance Releases, or New Versions. The TAM will not be responsible for performing any upgrades on behalf of the Customer.
- 3) **Environment Documentation** - For each twelve (12) month term of Premium Support, the TAM shall conduct one guided review for the Production Environment to record configuration data of Software.
- 4) **Recurring Status Calls** - Conduct a recurring call, not to exceed one call per week (unless mutually agreed by the parties), to review and update currently open Incidents.
- 5) **Deployment Reviews** - For each twelve (12) month term of Premium Support, conduct two reviews of the Production Environment to ensure systems are running efficiently and advise on best practices. If prior recommendations were made, the review shall validate relevancy of prior recommendations and modify recommendations accordingly.
- 6) **Real-time Service Reports** – Designated Contacts will have on-demand access to reports via the Cloud Service, as defined below, outlining the Premium Support services performed, recommendations provided by Tableau, and critical Incident status reported by User Contacts.
- 7) **Onsite Visits** – Each twelve (12) month term of Premium Support includes up to the number of onsite visits referenced in Annex A to go over business reviews, strategic planning sessions, or other activities as mutually agreed (each, an “**Onsite Visit**”). Tableau will cover its reasonable travel expenses for up to the number of Onsite Visits referenced in Annex A. Customer will be invoiced for the cost of travel and other expenses for any request for onsite work beyond the number of Onsite Visits allowed in Annex A unless otherwise agreed by the parties.

C. Proactive Product Care:

- 1) **Product Roadmap Participation** - Designated Contacts will be invited periodically to participate in product roadmap discussions covering Tableau’s upcoming release(s), schedules and product highlights with Tableau’s product development team.
- 2) **Prioritized Feature Request Review** - Feature or enhancement requests submitted by Designated Contacts will be prioritized for review and feedback by Tableau’s product teams. Prioritized feature or enhancement request reviews are not guaranteed to be implemented into the product roadmap.
- 3) **Feature Request Feedback Sessions** – Access to product teams for discussing feature requests and high priority needs may be available for Designated Contacts through the TAM on an as needed basis.

D. Proactive Support Care:

- 1) **Case Oversight** – The TAM and the technical support team will make reasonable efforts to (a) ensure ongoing investigation and resolution of any Incident and (b) review and consider Customer’s recorded Production Environment data for the Software.
- 2) **Escalation Management** – Severity Level 1 Incidents may be escalated to Technical Support Management via the Salesforce Help Portal or by the TAM for rapid response. In the case where multiple issues are escalated, an escalation account manager may be assigned for expedited resolution.
- 3) **Priority Development Access For Product Defect Issues** – For any issues reported by Designated Contacts which is deemed as a product defect, the issue will take precedence over all other defect

issues within the same severity level reported by Technical Support customers.

- 4) **Onsite Escalation Management** – For all issues which are completely blocking or causing excessive and frequent outages which cannot be resolved remotely within a reasonable timeline, Tableau may, at Tableau’s discretion, provide appropriate resources and personnel to Customer onsite. These resources may be comprised of an escalation account manager, product consultant or developer.

**V. Policy Details.** Important details of this Premium Support Policy are set forth on Annex A including the Coverage Hours, target response times for Incidents, and other details.

**Annex A to Premium Support Policy**

<b>SUPPORTED SOFTWARE</b>	
Supported Software:	Tableau Desktop; Tableau Prep; Tableau Server
<b>POLICY TERMS</b>	
Coverage Hours	<p>Available 24/7 for Severity Level 1 and Severity Level 2 Incidents.</p> <p>Available during local Business Hours for Severity Level 3 and Severity Level 4 Incidents.</p> <p>Limited support during Tableau events and holidays, as posted on the <a href="https://www.tableau.com/support/services">Tableau Support Services Page (www.tableau.com/support/services)</a></p>
Technical Account Manager Coverage Hours	<p>Monday through Friday during TAM’s standard business hours in their local time zone with limited support during events and holidays as posted on the <a href="https://www.tableau.com/support/services">Tableau Support Services Page (www.tableau.com/support/services)</a>.</p>
Supported Channels	<p><a href="https://help.salesforce.com/s/cases?language=en_US">Salesforce Help Portal (https://help.salesforce.com/s/cases?language=en_US)</a></p> <p>Phone Support for Severity Level 1 and Severity Level 2 Incidents</p>
Escalations	Escalation possible through the Salesforce Help Portal or TAM
Onsite Visits	Up to 2 Onsite Visits during each twelve (12) month Premium Support term
<b>TARGET RESPONSE TIMES AND UPDATE FREQUENCY DURING COVERAGE HOURS *</b>	
Target Response Time	<p>Severity Level 1 – 30 minutes</p> <p>Severity Level 2 – 2 hours</p> <p>Severity Level 3 – 1 Business day</p> <p>Severity Level 4 – 3 Business days</p>
Target Update Frequency	<p>Severity Level 1 – Twice Daily</p> <p>Severity Level 2 – 24 hours</p> <p>Severity Level 3 – Every 3 Business Days</p> <p>Severity Level 4 – Weekly</p>

\*Tableau provides responses and updates for Severity Level 3 – Severity Level 4 incidents during Business Hours only. Target response times will correspondingly carry into subsequent business days.