Tableau Software, LLC

Extended Support Policy

I. Overview

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

Extended 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 Extended Support Policy. Extended 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 License Agreement and in Tableau's Technical Support Policy.

Extended Support is provided through Tableau's online web-based supported channels ("**Supported Channels**") as indicated on Annex A to this Extended Support Policy.

II. Eligibility

A Customer is eligible for Extended Support provided that they have purchased the Extended Support service and are current Technical Support customers in accordance with the Technical Support Policy. Extended Support services shall not apply to the Customer's Affiliates who have licensed 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.

IV. Scope of Extended Support

In addition to the Technical Support services outlined in the Technical Support Policy, Extended Support includes the following services.

   A. High Severity Incident Response and Emergency Response: Incidents reported by a User Contact covered under Extended Support are given precedence over other Incidents of the same age and severity level reported by other customers under the Technical Support services outlined in the Technical Support Policy.

   B. High Severity Incident Response: Outside of Business Hours, User Contacts may submit Severity Level 1 Incidents via Supported Channels as outlined on Annex A to this Extended Support Policy.

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

Annex A to Extended Support Policy

SUPPORTED SOFTWARE	
Supported Software	Tableau Desktop Tableau Server Tableau Prep
POLICY TERMS	
Coverage Hours	Available 24/7 for Severity Level 1 Incidents Available during local Business Hours for Severity Level 2, Severity Level 3, and Severity Level 4 Incidents 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	Salesforce Help Portal (https://help.salesforce.com/s/cases?language=en_US) Phone support for Severity Level 1 incidents
Escalations	Cases can be escalated to Technical Support Management via the Salesforce Help Portal
TARGET RESPONSE TIMES DURING COVERAGE HOURS*	
Target Response Time	Severity Level 1 – 2 hours Severity Level 2 – 8 hours Severity Level 3 – 72 Hours Severity Level 4 – Weekly
Target Update Frequency	Severity Level 1 – 24 hours Severity Level 2 – 48 hours Severity Level 3 – Weekly Severity Level 4 – Bi-Weekly

*Tableau provides responses and updates for Severity Level 2 – Severity Level 4 incidents during Business Hours only. Target response times will correspondingly carry into subsequent business days.