

Tableau Software, LLC
Tableau Cloud Extended Support Policy

I. Overview.

This Tableau Cloud 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 hosted service Tableau Cloud (“**Tableau Cloud**”) to its customers (each, a “**Customer**”).

Extended Support is subject to the terms and conditions of the Agreement, the terms of the [Tableau Cloud Technical Support Policy \(the “Support Policy”\)](#), 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 Support Policy and the Agreement.

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

II. Eligibility.

- A Customer is eligible for Extended Support if it has purchased the Extended Support service and are current Technical Support customers in accordance with the Support Policy. Extended Support services shall not apply to the Customer’s affiliates or subsidiaries who have purchased their own subscription to Tableau Cloud under a separate agreement, unless the parties agree otherwise in writing.

III. Scope of Extended Support.

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

- A High Priority Incident Response and Emergency Response: Incidents reported by a Named Customer Contact covered under Extended Support are given precedence over other Incidents of the same age and priority reported by other customers under the Technical Support services outlined in the Support Policy.
- B High Priority Incident Response: Outside of Business Hours, only Named Customer Contacts may submit P1 Incidents via Supported Channels as outlined on Annex A to this Extended Support Policy.

IV. 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**”), limits on the number of Named Customer Contacts, target response times for Incidents, and other details. **V. Named Customer Contacts.**

For the avoidance of doubt, Named Customer Contacts for Extended Support may be in addition to or the same Named Customer Contacts allowed for Technical Support provided that the number of Named Customer Contacts for Extended Support does not exceed the total number of Named Customer Contacts allowed in Annex A to this Extended Support Policy.

Annex A to Tableau Cloud Extended Support Policy

SUPPORTED PRODUCT	
Tableau Cloud	
POLICY TERMS	
Coverage Hours	Available 24/7 for P1 Incidents Available during local Business Hours for P2, P3, and P4 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	Customer Portal (https://customer.tableau.com/) Web Form (https://www.tableau.com/support/case)
Named Customer Contacts	Up to five (5) Named Customer Contacts
Escalations	Escalation possible through Sales contact
TARGET RESPONSE TIMES AND UPDATE FREQUENCY DURING COVERAGE HOURS*	
Target Response Time	P1 – 2 hours P2 – 8 hours P3 – 72 Hours P4 – Weekly
Target Update Frequency	P1 – 24 hours P2 – 48 hours P3 – Weekly P4 – Bi-Weekly

*Tableau provides responses and updates for P2 – P4 incidents during Business Hours only. Target response times will correspondingly carry into subsequent business days.

