

Tableau Software, LLC
Tableau Cloud Premium Support Policy

I. Overview.

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

Premium 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 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 the Support Policy and the 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 if it has purchased the Premium Support services and are current Technical Support customers in accordance with the Support Policy. Premium Support 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. 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 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 Support Policy shall also include Incidents where the issue has severely impacted the performance of Tableau Cloud 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 Customer's business needs and requirements.

2. **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.
3. **Service Reports**: Designated Contacts will have access to reports, outlining the Premium Support services performed, recommendations provided by Tableau, and critical Incident status reported by User Contacts.

C **Proactive Product Care**:

1. **Access to Sandbox Site**: Customer can request access to a second Tableau Cloud site solely for internal development and testing in connection with the features and functionality of Tableau Cloud with a configuration of up to ten (10) Tableau Cloud - Creator Authorized Users with up to 20 GBs of storage (the "**Sandbox Site**"), subject to the terms of the Agreement and Customer's applicable End User License Agreement. Notwithstanding the foregoing, Customer may not run performance scripts, stress and/or load testing on or within the Sandbox Site.
2. **Tableau 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.
3. **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.
4. **Product Feedback Sessions**: Access to product teams for discussing product feedback 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 data for Tableau Cloud.
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 Incidents are escalated, an escalation account manager may be assigned for expedited resolution.
3. **Priority Development Access For Product Defect Incidents**: For any Incidents reported by Designated Contacts which are deemed to be a product defect, the Incident will take precedence over all other defect issues within the same severity level reported by Technical Support customers.

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.

VI. Tableau Cloud Service Level Agreement for Premium Support Customers.

A **General**: This Tableau Cloud Service Level Agreement ("**SLA**") applies only to Customers purchasing Premium Support for Tableau Cloud. In the event of a conflict between the terms of this SLA and the terms of the Agreement and/or the Support Policy, the terms and conditions of this SLA apply, but only to the extent of such conflict. For avoidance of doubt, this SLA supersedes Section IX of the Support Policy.

B **Availability**: Tableau shall 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:

$$\text{Success Rates}_{\min} = \left(\frac{\text{Request Count} - \text{Error Count (5xx)}}{\text{Request Count}} \right) * 100\%$$
$$\text{Monthly Availability Percentage} = \text{Avg} (\text{Success Rates}_{\min})$$

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 5-minute 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 SLA 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.
- **“SLA Exclusions”** include:
 - Any scheduled maintenance posted on trust.tableau.com or planned downtime for 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.
 - 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.
 - 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.

C. Remedies: Should Tableau fail to make Tableau Cloud available as set forth in Section VI(B) above in a calendar month, Customer may continue to use Tableau Cloud, and may receive a Service Credit towards future Tableau Cloud purchases. A **“Service Credit”** is a dollar credit, calculated as a percentage based on the total charges paid by Customer for Tableau Cloud allocable to the applicable calendar month, or partial month, as multiplied by the applicable **“Service Credit Percentage”** shown below. For any partial month, the Service Credit will be calculated using the applicable Service Credit Percentage, as applied on a pro rata basis for the number of days Customer had an active subscription to Tableau Cloud during such partial month.

Monthly Availability Percentage Service Credit Percentage

Less than 99.9% but greater than or equal to 99.5%	5%
Less than 99.5% but greater than or equal to 98.0%	15%
Less than 98.0%	25%

D. Reporting, Claims, and Notices: To claim a remedy under this SLA, Customer must send Tableau a notice, via email to SLArequest@tableau.com, containing the following details:

- Billing information, including company name, billing address, billing contact and billing contact phone number;
- Error Count information with dates and time periods for the Error Count during the relevant period;
- and • An explanation of the claim, including any relevant calculations.

Claims may be made on a monthly basis only, and the credit request must be received by Tableau within ten (10) days of the end of the calendar month in which the Monthly Availability Percentage was less than 99.9%.

All claims will be verified against Tableau system records. Should Tableau dispute any period of unavailability alleged by Customer, Tableau will provide to Customer a record of Tableau Cloud Covered Services availability for the applicable period. Tableau will provide such records only in response to claims made by Customer in good faith.

If a Service Credit is due to Customer, Tableau will apply any Service Credits only against future payments otherwise due from Customer for Tableau Cloud. Service Credits will not entitle Customer to any refund, credit against other Tableau software, services, or products, or other payment from Tableau. A Service Credit will be applicable and issued only if the credit amount for the applicable calendar month is greater than one dollar (\$1 USD). Service Credits may not be transferred or applied to any other account. Unless otherwise provided in the Agreement, Customer's sole and exclusive remedy for any unavailability, non-performance, or other failure by Tableau to provide Tableau Cloud is the receipt of a Service Credit (if eligible) in accordance with the terms of this SLA.

- E. General: Tableau Cloud provided for Evaluation Access or designated in writing as beta, limited release, developer preview, development or test bed environments, or by descriptions of similar import are excluded from this SLA. Tableau shall have no obligations under this SLA during any period in which Customer is in material breach of the Agreement, including any period in which Customer has failed to meet its payment obligations thereunder.

Annex A to Tableau Cloud Premium Support Policy

SUPPORTED PRODUCT	
Tableau Cloud	
POLICY TERMS	
Coverage Hours	Available 24/7 for Severity Level 1 and Severity Level 2 Incidents. Available during local Business Hours for 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)
Technical Account Manager Coverage Hours	Monday through Friday during TAM's standard business hours in their local time zone with limited support during Tableau events and holidays as posted on the Tableau Support Services Page (www.tableau.com/support/services).
Supported Channels	Salesforce Help Portal (https://help.salesforce.com/s/cases?language=en_US) Phone Support for Severity Level 1 and Severity Level 2 Incidents
Escalations	Escalation possible through the Salesforce Help Portal or TAM
TARGET RESPONSE TIMES AND UPDATE FREQUENCY DURING COVERAGE HOURS*	
Target Response Time	Severity Level 1 – 30 minutes Severity Level 2 – 2 hours Severity Level 3 – 1 Business day Severity Level 4 – 3 Business days
Target Update Frequency	Severity Level 1 – Twice Daily Severity Level 2 – 24 hours Severity Level 3 – Every 3 Business Days Severity Level 4 – Weekly

*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.