Tableau Software, LLC

OEM Support Program Policy

I. **Overview**

This OEM Support Program Policy ("**OEM Support Policy**") describes the policies and procedures under which Tableau Software, LLC or its applicable affiliate ("**Tableau**") provides OEM Technical Support Services ("**OEM Support Services**") for its proprietary Server software product ("**Software**") to its customers (each, a "**Customer**").

OEM Support Services are subject to the terms and conditions of the License Agreement, the terms of Tableau's Technical Support Policy, and the terms of this OEM Support Policy. OEM 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.

OEM Support Services are provided through Tableau's supported channels ("**Supported Channels**") as indicated on Annex A to this OEM Support Policy.

II. **Eligibility**

A Customer is eligible for the OEM Support Services provided that they have purchased the OEM Support Services and are current Technical Support customers in accordance with the Technical Support Policy. The OEM Support Services described herein shall apply only to a single Production Environment of the Software, and only for Software which is hosted by the Customer and integrated into the services Customer provides to its clients. The OEM Support Services 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. Only Named Customer Contacts are eligible for OEM Support Services and no User Contacts will be covered under OEM Support Services.

III. **OEM Support Services**

Along with the Technical Support services outlined in the Technical Support Policy, the OEM Support Services offering includes the following additional offerings.

A. High Priority Incident Response:

1. Incidents reported by a Named Customer Contact covered under OEM Support Services are given precedence over Incidents for the same priority reported by customers under the Technical Support services outlined in the Technical Support Policy.

2. Tableau will make reasonable efforts to call the Named Customer Contact on P1 Incidents during the Coverage Hours set forth in Annex A to this OEM Support Policy.

3. The definition of P1 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. Assigned Support Engineer:

1. Named Customer Contacts have direct access to a primary named Partner Support Engineer during the Partner Support Engineer's standard Business Hours in their local time zone as specified in Annex A. The Partner Support Engineer will make reasonable efforts to ensure that Incidents are prioritized, routed, and managed according to the OEM Support Services offered herein.

2. Partner Support Engineer 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.

3. Partner Support Engineer will conduct monthly calls to review open Incidents and update Production Environment records.

C. <u>Additional Services</u>:

1. For the initial twelve (12) month term of OEM Support Services, the Customer may decide between access to one of the following services: (a) OEM Server Rapid Start; or (b) one review by Tableau to ensure a single Production Environment of Software is running efficiently and to seek advice on best practices from Tableau. Customer may request this service be an onsite engagement. For each twelve (12) month term of OEM Support Services thereafter, Customer may request one review by Tableau to ensure a single Production Environment of the Software is running efficiently and to seek advice on best practices from Tableau.

2. Delivery of a Services Findings Review within thirty (30) days of the end of each onsite consulting service, highlighting technical findings and creating an action plan for addressing any identified issues .

3. Delivery of four (4) Quarterly Service Reports, summarizing support activity over the previous ninety (90) days and identifying risk factors to the deployment.

D. Customer will be invoiced for cost of travel expenses for any request requiring onsite work.

IV. Named Customer Contacts

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

B. In addition to the resources available in the Technical Support Policy, Customer may designate and make changes to its Named Customer Contacts by submitting an e-mail request to the Partner Support Engineer.

V. Policy Details. Important details of this OEM Support Program Policy are set forth on Annex A including the Coverage Hours, limits on the number of Named Customer Contacts, target response times for Incidents, and other details.

Annex A to OEM Support Program Policy

SUPPORTED SOFTWARE	
Supported Software:	Tableau Server (hosted by Customer only)
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 Portal
Partner Support Engineer Coverage Hours	Available during Partner Support Engineer's standard business hours in their local time zone as posted on the Tableau Support Services Page (www.tableau.com/support/services).
Supported Channels	Customer Portal (https://customer.tableau.com/) Web Form (https://www.tableau.com/support/case) Phone Support for P1 Incidents as referenced on the TAC website (https://community.tableau.com/community/tac)
Escalations	Escalation possible through Sales contact, the Partner Support Engineer, or through the TAC community website (https://community.tableau.com/community/tac).
Named Customer Contacts	Up to three (3) Named Customer Contacts
TARGET RESPONSE TIMES DURING COVERAGE HOURS	
Target Response Time	P1 – 4 hours P2 – 48 hours P3 and P4 – 72 hours
Target Update Frequency	P1 – Every 4 hours P2 and P3 - Weekly P4 – Bi-Weekly