

Tableau Online Support Policy

I. Overview

This Tableau Online Support Policy (“**Support Policy**”) describes the policies and procedures under which Tableau Software, Inc. (“**Tableau**”) provides technical support (“**Support**”) for its proprietary online service Tableau Online (“**Tableau Online**”) to its customers (each, a “**Customer**”). Tableau may modify this Support Policy (and any referenced policies) from time to time to reflect process improvements or changing practices. However, the modifications will not materially decrease Tableau’s support or security obligations as compared to those in effect as of the Effective Date of the Subscription Agreement.

Support is provided pursuant to the separate subscription agreement under which Customer has purchased Support (“**Subscription Agreement**”) and is subject to the terms and conditions of that Subscription Agreement and the terms of this Support Policy. Support is provided for the period specified in the Subscription Agreement.

Support is provided through Tableau’s online web-based support portal located at <http://tableausoftware.com/support> (“**Support Portal**”).

This Support Policy sets forth expectations for Support between the Customer organization and Tableau’s Customer Support organization, including:

- A. who is authorized to submit issues
- B. how to submit issues
- C. what types of issues are supported
- D. how and when Tableau resolves and closes reported issues

II. Scope of Support

- A. What Support and Maintenance Services Include. If Customer is current on its payment for Tableau Online, Tableau shall use commercially reasonable efforts to provide Customer with Support for Tableau Online consisting of the following: (a) web-based submissions of Incidents (as defined below) submitted by up to the number of designated Contacts (as defined below) as specified on Annex 1 (Support Policy Details); (b) guidance and troubleshooting regarding usage and connection issues related to Tableau Online; (c) online training found on Tableau’s website; (d) an online knowledge base of information and solutions that supplements the Documentation (as defined in the Subscription Agreement) and provides up-to-date information on Tableau Online; (e) a forum where Customer, partners, and other users of Tableau Online can share information and ideas about using Tableau Online; and (f) access to an online secure site that contains submitted Incidents.
- B. What Support and Maintenance Services Exclude.
 1. Tableau has no Support obligations with respect to the issues relating from: (i) Customer’s equipment, network connections or other infrastructure; (ii) use of Tableau Online by Customer in a manner not consistent with the Documentation or in violation of the Subscription Agreement; (iii) modifications to Tableau Online by any party other than Tableau or (iv) failures or downtime due to any factors beyond Tableau’s reasonable control or due to any force majeure event as described in the Subscription Agreement.
 2. Tableau has no Support obligations for free, trial or evaluation access to Tableau Online.
 3. Support does not include provision of training, configuration, integration, or remote access (unless requested by Tableau) or onsite services as may be offered by Tableau or of support for any related deliverables.
- C. Tableau’s Efforts. While Tableau will make commercially reasonable efforts to correct errors in Tableau Online and respond to Incidents as described in this Support Policy, Customer acknowledges that it may not be possible for Tableau to correct every or any bug, error, or problem reported by Customer or of which Tableau is otherwise made aware.

- III. **Policy Details.** Important details of Tableau’s Support Policy are set forth on Annex 1 to this Support Policy. This includes the business hours during which Tableau provides Support (which are Monday through Friday during the local times specified in Annex 1) (“**Business Hours**”), limits on numbers of Contacts, target response times for Incidents and other details. Customer acknowledges that it has read and agreed to Annex 1.

IV. Incident Submission

- A. **Contacts.** Support is intended to provide assistance to individuals for issues and questions beyond what is covered in the Documentation. Customers are expected to make reasonable efforts to ensure that the individuals that are designated as authorized contacts are qualified to support the Customer teams internally. To be qualified, these individuals should know the internal systems, tools, policies, and practices in use by the Customer, and they should also be proficient users of Tableau Online. Each such qualified contact is a “**Contact**”. Customer may designate up to the number of Contacts specified in the [Annex 1](#) and may make changes to its Contacts as described in the [Support Portal](#) (unless other means are specified in [Annex 1](#)).
- B. **How to Submit Incidents.** Customer’s Contacts may report errors or abnormal behavior in Tableau Online (“**Incidents**”) through the [Support Portal](#) (unless other means are specified in [Annex 1](#)). In order to expedite the resolution of Incidents, Tableau expects that Customer will make every attempt possible to:
- Verify that the Incident is reproducible.
 - Provide information necessary to help Tableau track, prioritize, reproduce, or investigate the Incident, such as: Customer name and organization.
 - Provide a full description of the issue and expected results.
 - Categorize issues (general question, defect, enhancement request, etc.).
 - List steps to reproduce the issue and relevant data.
 - Provide any applicable log files or console output.
 - Provide exact wording of all issue-related error messages.
 - Describe any special circumstances surrounding the discovery of the issue, e.g., first occurrence or occurrence after a specific event, Customer’s business impact of problem, and suggested priority for resolution.
 - Identify Incident number in any ongoing communications with Tableau on an existing Incident.
- C. **Customer Cooperation.** Customer will provide information and access to Customer resources as reasonably required for Tableau to provide Support. Tableau will be excused from any non-performance of its obligations hereunder to the extent any such non-performance is attributable to Customer’s failure to perform such obligations.

V. Incident Response

- A. **Priority Levels.** Tableau’s Support personnel will assign a priority level (“**Priority Level**”) to each Incident based on the criteria below:

<u>Priority #</u>	<u>Priority Level</u>	<u>Description</u>
Priority 1	Urgent	Tableau Online is completely unavailable and inaccessible to 100% of the Customer’s users.
Priority 2	High	Tableau Online is not operating in accordance with the Documentation and performance is severely degraded, causing a material and adverse impact for a majority of Customer’s users.
Priority 3	Medium	Tableau Online is not operating in accordance with the Documentation and performance is somewhat degraded, causing a material and adverse impact for some (but not a majority) of Customer’s users.
Priority 4	Low	Requests for assistance or “how to” advice.
Priority 5	Low	Request for features or changes to Tableau Online that the Customer would like to record for review. Tableau will not provide feedback on enhancement requests, and these Incidents are closed once the information has been recorded.

- B. **Closure of Incidents.** After assigning a Priority Level, Tableau will use commercially reasonable efforts to provide acknowledgements, initial responses and updates based on the targets in Annex 1. Incidents shall be closed in the following manner:
- a. For solvable issues: Depending on the nature of the issue, the resolution may take the form of an explanation, recommendation, usage instructions, workaround instructions, or modification or fix to Tableau Online.
 - b. For issues outside of scope of Support: Tableau may also close issues by identifying the Incident as outside the scope of the Support pursuant to Section II above.
 - c. Dropped Issues, Tableau will consider an open case dropped (and may close the case) if the Contact has not responded to two (2) attempts or more made by Tableau to collect additional information required to solve the case.

VI. Security

Tableau will maintain industry-standard physical and data security systems designed to prevent unauthorized access to the Tableau servers that make available Tableau Online. Tableau's standard practice is to routinely backup (not less frequently than once per day) all Customer Data. All storage, backup and archival media containing Customer Data shall: (a) be physically stored in a secured area; (b) be logically separated from any other customers' data; and (c) be protected by industry-standard encryption methods.

Annex 1
Support Policy Details

SUPPORTED PRODUCT	
Supported Product	Tableau Online
POLICY TERMS	
Technical Support Service Effective Coverage Hours	Full Work Week in local time zone Monday through Friday
Emergency P1 Support	Available 4PM Sunday to 6PM Friday, Pacific Time
Business Hours (Americas)	6AM to 6PM, Pacific Time, Monday through Friday Limited support during Tableau events and holidays, as posted on the Tableau Support Portal
Business Hours (EMEA)	8AM to 5PM, Greenwich Mean Time, Monday through Friday Limited support during Tableau events and holidays, as posted on the Tableau Support Portal
Business Hours (APAC)	4PM to 1AM, Pacific Time, Sunday through Thursday Limited support during Tableau events and holidays, as posted on the Tableau Support Portal
Supported Channels	On Line: Support Portal
Supported Contacts	3
Escalations	On Line: Support Portal Additional escalation possible through Sales contact
TARGET RESPONSE TIMES DURING BUSINESS HOURS*	
Acknowledgement Time	Four (4) hours for all Incidents via an Email from Tableau
Target Response Time	Priority 1 – 8 hours Priority 2 – 48 hours Priority 3, 4 or 5 - 72 hours
Target Update Frequency	Priority 1 – Daily Priority or Priority 3 – Weekly Priority 4 – Semimonthly Priority 5 – N/A

*Tableau provides these responses and updates during Business Hours only. Target response times will correspondingly carry into subsequent business days.