I. Overview

This Tableau Online Technical Support Policy ("Support Policy") describes the policies and procedures under which Tableau Software, LLC, or its applicable affiliate ("Tableau"), provides Technical Support services ("Technical Support") for its proprietary hosted online service Tableau Online ("Tableau Online") to its customers (each, a "Customer").

Technical Support is provided for Tableau Online pursuant to the separate license agreement under which Customer has purchased a subscription to Tableau Online ("License Agreement") and is subject to the terms and conditions of that License Agreement and the terms of this Support Policy. Technical 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.

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

This Support Policy sets forth expectations for Technical Support between the Customer and Tableau’s Technical 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 responds to and closes reported issues

II. Definitions.

A. Incident: Each individual issue with Tableau Online reported to Tableau by a Named Customer Contact through a Supported Channel.

B. Named Customer Contact: Qualified individuals knowledgeable in the internal build systems, tools, policies, and practices in use by the Customer. Customers are expected to make every effort to ensure that the individuals designated as Named Customer Contacts are qualified to support the Customer teams internally. Named Customer Contacts are limited to the number specified in Annex A of this Support Policy.

III. Scope of Technical Support

A. What Technical Support Includes: Technical Support is intended to provide assistance to individuals for issues and questions beyond what is covered in the Documentation. If Customer is current on payment for their subscription to Tableau Online, Tableau shall use commercially reasonable efforts to provide Customer with Technical Support services consisting of the following: (a) web-based submissions of Incidents submitted by Named Customer Contacts; (b) troubleshooting regarding usage and connection issues related to Tableau Online; (c) a forum where Customer, partners, and other users of Tableau Online can share information and ideas about using Tableau Online; (d) access to the Supported Channels, and (e) troubleshooting related to the following Customer activities with respect to Tableau Online:

   1. Basic Configuration Issues: Support for configuration includes troubleshooting Customer’s configuration settings for Tableau Online to ensure proper operation and connectivity.
   2. Usage Issues: Tableau qualified personnel will answer Customer’s "how to" questions related to standard and intended Tableau Online usage.
   3. Efforts to Correct Tableau Online: Tableau shall make commercially reasonable efforts to correct defects or other errors in Tableau Online.

B. What Technical Support Excludes: Tableau has no Technical Support obligations with respect to the issues relating from: (a) Customer’s equipment, network connections or other infrastructure; (b) use of Tableau Online by Customer in violation of the License Agreement; (c) alterations, add-ons, customizations, or modifications to Tableau Online by any party other than Tableau; (d) defects, failures, or downtime due to any factors beyond Tableau’s reasonable control or due to any
force majeure event as described in the License Agreement; (f) Evaluation Versions of Tableau Online or other software provided at no charge; (g) training, customization, integration, and any issues arising from unauthorized use of Tableau Online; and (h) any on-site services or remote access services.

C. Tableau’s Efforts. While Tableau will make commercially reasonable efforts to correct defects or other 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 defect, error, or problem reported by Customer or of which Tableau is otherwise made aware.

IV. Policy Details. Important details of this Support Policy are set forth on Annex A including the business hours during which Tableau provides Technical Support (“Business Hours”), limits on the number of Named Customer Contacts, target response times for Incidents, and other details.

V. Named Customer Contacts

A. Customer may designate up to the number of Named Customer Contacts specified in Annex A of this Support Policy and may make changes to its Named Customer Contacts as described in the Customer Portal (https://customer.tableau.com/). Named Customer Contacts may be reassigned periodically over time, but may not be reassigned so frequently as to enable the sharing of access to more than the number of Named Customer Contacts allowed in Annex A or as otherwise agreed between the parties.

B. Named Customer Contacts may report Incidents on behalf of other Authorized Users of Tableau Online within Customer’s organization, provided that the Named Customer Contact continuously acts as the intermediary between Tableau and such Authorized Users, collaborating with Tableau to resolve the reported Incident and maintaining communication with all involved parties.

VI. Incident Submission

A. How to Submit Incidents. Unless otherwise specified in a supplemental support plan purchased by Customer, Incidents are to be submitted to Tableau by a Named Customer Contact through the Supported Channels as indicated on Annex A to this Support Policy.

B. How to Report an Incident. In order to expedite the resolution of Incidents, Tableau expects that Customer will make every attempt possible to:

1. Verify that the Incident is reproducible.
2. Provide information necessary to help Tableau track, prioritize, reproduce, or investigate the Incident, such as: Customer name and organization.
3. Provide a full description of the issue and expected results.
4. Categorize issues (general question, defect, feature request, etc.).
5. List steps to reproduce the issue and relevant data.
6. Provide any applicable log files or console output (de-identified of sensitive data if appropriate).
7. Provide exact wording of all issue-related error messages.
8. 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.
9. 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 Technical 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 cooperate as set forth herein.

VII. Incident Response & Closure

A. Tableau Incident Response. For each Incident reported by Customer in accordance with these procedures, Tableau shall:

1. Confirm receipt of the reported Incident with an automated electronic acknowledgement.
2. Set a Priority Level for the Incident in accordance with the terms below.

3. Upon request of Customer, discuss Priority Level and ongoing communication time frame. Tableau may modify the Incident settings.

4. Use commercially reasonable efforts to respond to the Incident within the time specified in Annex A to this Support Policy.

5. Analyze the Incident and, as applicable, verify the existence of the problem(s) resulting in the Incident, which may include requesting that Customer provide additional information, logs, and re-execution of commands to help identify the root cause and dependencies of the reported issue.

6. Give Customer direction and assistance in resolving the Incident.

7. Keep a record of ongoing communications with Customer.

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

<table>
<thead>
<tr>
<th>Priority #</th>
<th>Priority Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority 1 (P1)</td>
<td>Critical</td>
<td>The highest priority. Indicates a reported Incident where Tableau Online is completely unavailable and inaccessible to all of Customer’s users.</td>
</tr>
<tr>
<td>Priority 2 (P2)</td>
<td>High</td>
<td>Indicates a reported Incident where the issue has severely impacted the performance of Tableau Online’s intended use as described in the Documentation and is causing a material and adverse impact to the majority of Customer’s users; or, Tableau Online is materially not operating within the functionality described in the Documentation and it is impacting the majority of the Customer’s users.</td>
</tr>
<tr>
<td>Priority 3 (P3)</td>
<td>Medium</td>
<td>Indicates a reported Incident where the issue has an impact on the performance and/or functionality of Tableau Online as described in the Documentation that is impacting the minority of the Customer’s users.</td>
</tr>
<tr>
<td>Priority 4 (P4)</td>
<td>Low</td>
<td>Indicates all questions on how to use Tableau Online.</td>
</tr>
</tbody>
</table>

C. **Closure of Incidents.** After assigning a Priority Level, Tableau will use commercially reasonable efforts to provide initial responses and updates based on the targets in Annex A. Incidents shall be closed in the following manner:

1. **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 advising Customer of an available software fix.

2. **In the event that custom or unsupported plug-ins or modules are used:** Tableau may ask, in the course of attempting to resolve the issue, that the Customer remove any unsupported plug-ins or modules. If the problem disappears upon removal of an unsupported plug-in or module, then Tableau may consider the issue to be resolved. Supported plug-ins or modules are defined as those listed and defined as supported in the Documentation.

3. **For issues outside of scope of Technical Support services:** Tableau may also close issues by identifying the Incident as outside the scope of Technical Support (pursuant to Section III above) or arising from a usage case which is excluded from this Support Policy.

4. **Dormant Cases:** Tableau will consider an open case dormant (and may close the case) if the Named Customer Contact has not responded to two (2) attempts or more made by Tableau to collect additional information required to solve the case. Customer may request Incidents be re-opened for up to 30 days after case closure. At Tableau’s sole discretion, Incidents will be re-opened for further investigation if the Incident is deemed to be solvable.

**VIII. 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 A to Tableau Online Technical Support Policy

### SUPPORTED SOFTWARE

<table>
<thead>
<tr>
<th>Supported Product</th>
<th>Tableau Online</th>
</tr>
</thead>
</table>

### POLICY TERMS

<table>
<thead>
<tr>
<th>Tableau Online Technical Support Effective Coverage Hours</th>
<th>Available during local business hours. Limited support during Tableau events and holidays, as posted on the Tableau Support Services Page (<a href="http://www.tableau.com/support/services">www.tableau.com/support/services</a>)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Hours (Americas)</td>
<td>6AM to 6PM, Pacific Time, Monday through Friday</td>
</tr>
<tr>
<td>Business Hours (EMEA)</td>
<td>8AM to 5PM, Greenwich Mean Time, Monday through Friday</td>
</tr>
<tr>
<td>Business Hours (APAC)</td>
<td>8AM to 5PM, Singapore Time, Monday through Friday</td>
</tr>
</tbody>
</table>
| Supported Channels                                       | Customer Portal (https://customer.tableau.com/)  
Web Form (https://www.tableau.com/support/case) |
| Named Customer Contacts                                  | Up to three (3) Named Customer Contacts |
| Escalations                                              | Escalation possible through Sales contact |

### TARGET RESPONSE TIMES DURING BUSINESS HOURS*

| Target Response Time | P1 – 8 hours  
P2 – 48 hours  
P3 – 72 hours  
P4 – Weekly |
|----------------------|----------------|
| Target Update Frequency | P1 – 24 hours  
P2 – 72 hours  
P3 – Weekly  
P4 – Bi-Weekly |

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