

# TALEND SUPPORT SERVICES POLICY

This document is the primary document used to communicate the Talend (“Talend”) support services policy (“Support Services Policy”) to licensees of Talend software products (hereinafter “Customer” or “You”), for the Talend software products available under both proprietary licenses and open source licenses (collectively, “Software”). As referenced in the proprietary license agreement or any other agreement (in each case the “Agreement”) under which You obtain and are granted the right to use Talend’s Software, this Support Services Policy sets forth Talend’s standard support terms and conditions, as well as provides a description of Talend’s technical support levels (“Support Services”) available to You upon payment of the applicable fees. Capitalized terms not defined herein have the definition set forth in the applicable Agreement.

## 1. Definitions

**Major Release.** Major Releases (X.y.z) are vehicles for delivering major and minor feature development and enhancements to existing features and are designated by Talend by means of a change in the digit to the left of the first decimal point (e.g. Software 3.0 >> Software 4.0). They incorporate all applicable defect corrections made in prior Major Releases, Minor Releases, Service Packs, and Patches. Talend typically has one Major Release per year.

**Minor Release.** Minor Releases (x.Y.z) are vehicles for delivering minor feature developments, enhancements to existing features, and defect corrections and are designated by Talend by means of a change in the digit to the right of the decimal point (e.g. Software 4.0 >> Software 4.1). They incorporate all applicable defect corrections made in prior Minor Releases, Service Packs, and Patches. Talend typically has 2 Minor Releases per year.

**Service Pack.** Service Packs (x.y.Z) are vehicles for delivering minor improvements to existing features and defect corrections. They incorporate all applicable defect corrections made in previous Service Packs and additional product Patches. While there is no predefined schedule for Service Packs, these are released regularly based on customer feedback and outstanding defects.

**Patch.** Patches (patch\_x.y.z.<patch version>) represent a single cumulative package to fix one or more bugs.

**Recommended Environments.** Recommended Environments are a combination of a particular product and version running on a specific environment as indicated in the Documentation.

**Supported Environments.** Supported Environments are a combination of a particular product and version running on a specific environment as indicated in the supported environment available in the Documentation.

**Generally Available (“GA”) Software.** GA Software is available for sale and is fully supported in the Recommended Environments from the date upon which a product becomes GA Software, until the date it becomes Retired Software. Talend recommends that customers begin all new projects with GA Software and migrate existing applications to GA Software as soon as possible.

**Retired Software.** Retired Software is not available for general sale and will be supported for up to 18 months from the initial retirement date. Talend will no longer provide feature developments or product enhancements for Retired Software. Talend recommends that customers do not continue to develop new applications based on Retired Software.

**End of Life Software.** End of Life Software is not available for sale or support by Talend. Talend Customer Service may consider providing support assistance for End of Life Software at an agreed upon fee. Talend strongly recommends that customers migrate to a fully supported version of the product as soon as possible to maintain the highest level of support for their applications and systems.

## 2. Binary Compatibility

Talend strives to preserve binary compatibility of Software for all releases (Minor, Service Packs and Patches) with a Major Release. However, Talend reserves the right to change compatibility between Major Releases and notify customers of these changes. All changes will be documented in the release notes.

## 3. Engagement of Support Services

Upon payment of the fees as specified in an applicable Order Form or purchase order, Talend will provide the following Support Services to Customer in connection with its use of the Software:

- Facilities for bug tracking, escalation of problems for priority attention, and access to community-supported FAQs and forums relating to the Software.
- Assistance with troubleshooting to diagnose and fix errors in the Software.
- Access to the applicable Documentation for the Software, and if not expressly granted in the applicable Agreement, Talend hereby grants Customer the right during the term of the Agreement to reproduce and distribute internally such Documentation.

## 4. Exclusions from Support Services

Talend shall have no obligation to support versions of Software other than the unmodified, current GA Software made available by Talend in a Recommended or Supported Environment as well as any previous release that has not become End of Life Software. Talend will have no obligation to support Customer with respect to (i) altered or modified Software, release candidate or milestone releases; (ii) Software not installed in a Supported Environment in accordance with the applicable Documentation; (iii) problems caused by Customer's negligence, misuse, or hardware malfunction; or use of Software that is inconsistent with the applicable Documentation. Support Services do not include custom code development or debugging, system and/or network design, assistance for installation and/or migration, job optimization and responses on "how to questions". For such services, Talend strongly recommends that customers contact Talend's local Sales Representative, who may direct you to the right service within Talend.

## 5. Costs and Expenses

Except as expressly provided for in the Agreement, each party shall be responsible for all costs and expenses incurred by that party in performing its obligations or exercising its rights in connection with the provision and receipt of Support Services hereunder.

## 6. Customer Responsibilities

Customer shall provide reasonable cooperation and full information to Talend with respect to Talend’s furnishing of Support Services under this Support Services Policy.

### 7. Support Contacts

Customer are entitled to allocate, through the registration link provided in the “Welcome to Support Message”, a limited number of authorized support contacts for the submission of support requests depending on the type of Talend Software included in their subscription as per the table below:

<b>Talend Software (Enterprise version)</b>	<b>Talend Software (Platform version)</b>	<b>Mission Critical*</b>
<b>1 Support Contact</b>	<b>4 Support Contacts</b>	<b>8 Support Contacts</b>

\* If Mission Critical Support is subscribed by the Customer, irrespective of an Enterprise or Platform Talend Software Subscription, the Customer will be allocated 8 support contacts as mentioned above.

If a support request is received from anyone other than the allocated support contacts, Talend Support will decline the request and refer the Customer to the registered support contacts for assistance.

### 8. Problem Severity

Upon receipt of a properly submitted request for Support Services, Talend shall prioritize it in accordance with the guidelines below. “Problem Severity” shall be defined jointly with Customer and supported by business cases where necessary. Problem Severity may be re-evaluated upon submission of a workaround.

	<b>1- Blocker</b>	<b>2- Critical</b>	<b>3- Major</b>	<b>4- Minor</b>
<b>Summary</b>	Software is completely unusable	Use of the software is significantly degraded	Non-critical loss of software functionality	General usage question

<b>Description</b>	A production system is down or rendered unusable with no available workaround. Business operations have been halted or substantially impacted	A production system is functioning with significantly reduced capacity and no available workaround. Business operations can continue in a limited fashion. For development environments, an error is blocking further development work and putting a significant milestone or deadline at risk.	Partial, non-critical loss of software functionality. Usage of software is impaired but business operations can continue	A general usage or how-to question. An error is cosmetic in nature or has minimal impact on business operations.
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### 9. Support Level Agreement

Talend is committed to offering Support Services to its customers based on the response time guidelines indicated in the Response Time Table below. Response time depends on the support level (as further described below, “Silver”, “Gold”, “Platinum” or “**Mission Critical**”, collectively, as applicable, the “Support Level”) that Customer has purchased and for which appropriate fees have been paid as set forth on an applicable Order Form or purchase order. Talend addresses problem resolutions through a number of mechanisms, including defining workarounds, developing Patches, or through an upcoming GA Software release based on issue severity and priority. If a defect is identified in GA Software, it will be logged by a Talend Technical Support representative, who will then coordinate with the maintenance team to address the issue. Scheduling of the defect resolution will be based on severity and priority. At Talend’s discretion, a Patch or Service Pack may be delivered, in cases of high severity or significant impact to multiple customers, where a workaround is not available.

If at any time, Customer feels it is not receiving a level of service that meets Customer’s expectations, Customer may request Talend to escalate Customer’s case or for Customer to be contacted by Talend Technical Support management. Any Customer requested escalation will receive direct management attention and consideration by Talend.

### 10. Intellectual Property Infringement Claims Coverage Limitations Based on Support Level Purchased

Talend’s obligations set forth in the applicable Agreement to pay any settlement or final judgment arising out of an Infringement Claim (as defined in the Agreement), is limited to: (i) where Customer purchases Silver Level Support Services, the amount of the annual Subscription fees paid to Talend by Customer under the applicable Order Form or purchase order for Customer’s Subscription to the Software and/or Support Services (as applicable, the “Annual Subscription Amount”), (ii) where Customer purchases Gold Level Support Services, two (2) times the Annual Subscription Amount or (iii) where Customer purchases Platinum or Mission Critical Level Support Services, three (3) times

the Annual Subscription Amount. The Support Level purchased by Customer for Support Services is set forth on the applicable Order Form or purchase order.

## 11. Response Time Table

Talend shall exercise diligent, good faith, commercially reasonable efforts to meet the following response times.

<b>Support Level</b>	<b>Silver/Gold</b>	<b>Platinum</b>	<b>Mission Critical</b>
Recommend for	Development Support environments	Development & Production environments	Production environments
Phone Availability	N/A	Regional Business Hours (see section 12 below, Japan excluded)	24x7x365 Severity 1 (English only)
Web Ticket Acknowledgment (Severity 1 issues)*	4 hours	2 hours	1 hour
Phone Ticket Acknowledgment (Severity 1 issues)*	N/A	2 hours	1 hour
Update Frequency			
1-Blocker (S1)	1 day	4 hours	2 hours
2-Critical (S2)	2 days	8 hours	8 hours
3-Major (S3)	5 days	5 days	5 days
4-Minor (S4)	Open	Monthly	Monthly

\* Talend will respond to Severity 1 issues communicated via web tickets or voice mails left on the Talend support hotline within the number of response time hours stated in the table above. Gold Support Level customers are not eligible for phone support.

## 12. Regional Business Hours

Support is available via email and the Talend customer support portal during the following regional business hours:

US & Canada: 6am to 5pm Pacific Standard Time

EMEA: 9am to 7pm Central European Time

China: 9am to 5pm China Standard Time

Japan: 9am to 5pm Japan Standard Time

Australia & New Zealand: 9am to 5pm Australian Eastern Time

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