

Support Policy for Talend Software and Cloud Services

This Support Policy for Talend Software and Cloud Services ("Support Policy") sets forth the support services and technical Support Levels for Talend Software and the production version of the Talend Cloud Service, which may include a Cloud Service Client, to which Customer subscribed in an Order Form ("Support Services"). All undefined capitalized terms herein shall have the meanings assigned to them in the Agreement.

1. **Capitalized Terms.** Following describes the capitalized terms used in this Support Policy.
 - 1.1 **Cloud Service Client.** Cloud Service Client is a software client that must be downloaded and installed to use a certain Cloud Service.
 - 1.2 **Product Support Lifecycle.** With respect to Talend Software or Cloud Service Client, when a new Major Release becomes generally available, the previous release is retired 18 months after this date. When a Minor Release becomes generally available, the previous release, within a given major release, is Retired 12 months after this date.
 - 1.3 **Major Release.** With respect to Talend Software or Cloud Service Client, 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, and Patches. Talend generally issues one Major Release per year.
 - 1.4 **Minor Release.** With respect to Talend Software or Cloud Service Client, 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 and Patches. Talend generally issues two Minor Releases per year.
 - 1.5 **Patch.** With respect to Talend Software or Cloud Service Client, Patches (patch_x.y.z.<patch version>) represent a single cumulative package to fix one or more bugs, delivered on a monthly basis as part of Talend's continuous maintenance development process.
 - 1.6 **Supported Environments.** Supported Environments are a combination of a particular product or service and version running on a specific environment as indicated in the supported environment available in the Documentation.
 - 1.7 **Generally Available ("GA") Talend Software or Cloud Service Client.** Generally Available Talend Software or Cloud Service Client is software that is generally available for sale or download and is fully supported in the Supported Environments from the date upon which the Talend Software or Cloud Service Client becomes Generally Available, until the date it becomes Retired Talend Software or Cloud Service Client. Talend recommends that customers begin all new projects with GA Talend Software or Cloud Service Client and migrate existing applications to GA Talend Software or Cloud Service Client as soon as possible.
 - 1.8 **Retired Talend Software or Cloud Service Client.** Retired Talend Software or Cloud Service Client is software that is no longer available for sale or download and will be supported for up to 18 months from the initial retirement date. Talend will no longer provide enhancements for Retired Talend Software or Cloud Service Client. Talend recommends that Customers do not continue to develop new applications based on Retired Talend Software or Cloud Service Client. No new product key for Talend Software will be delivered except for existing customers for which the duration of the key shall not exceed end of life. Talend recommends that the most recently available Patch is applied and an upgrade to the latest supported version is planned.
 - 1.9 **End of Life Talend Software or Cloud Service Client.** End of Life Talend Software or Cloud Service Client is software that is no longer generally available for sale or download, or supported by Talend. Notwithstanding the foregoing, Customer may purchase Support Services for End of Life Talend Software for additional fees. Talend recommends that Customer migrates to a fully supported version of the Talend Software or Cloud Service Client as soon as possible to maintain the appropriate level of support for their applications and systems.
2. **Binary Compatibility.** With respect to Talend Software or Cloud Service Client, Talend strives to preserve binary compatibility of Talend Software and Cloud Service Client for all releases (Minor and Patches) with a Major Release. Notwithstanding the foregoing, Talend reserves the right to change compatibility between Major Releases upon prior notice to Customer via email, publication on the Talend website, and/or the Talend Customer Portal. Talend will document such changes in release notes.
3. **Cloud Service Client Interoperability.** With respect to a Cloud Service Client which Talend has made Generally Available, such Cloud Service Client will be interoperable with the Cloud Service and be supported in accordance with this Support Policy. Talend recommends that Customer downloads and installs new releases of the Cloud Service Client. Prior releases of the Cloud Service Client will be considered a Retired Cloud Service Client, and, after 18 months, an End of Life Cloud Service Client.
4. **Engagement of Support Services.** For the duration of the Subscription Term, Talend will provide the following Support Services to Customer in connection with its use of the Talend Software and/or Cloud Service, as applicable:
 - Facilities for bug tracking, escalation of problems for priority attention, and access to community-supported FAQs and forums relating to the Talend Software and/or Cloud Service.
 - Assistance with troubleshooting to diagnose and fix errors in the Talend Software and/or Cloud Service.
 - Access to the applicable Documentation for the Talend Software and/or Cloud Service.
5. **Exclusions from Support Services.** Support Services do not include: (a) support for incidents involving Talend Software and/or Cloud Service in evaluation or trial environments; (b) incidents involving End of Life Talend Software or Retired Talend Software beyond the applicable support period; (c) incidents involving Unsupported Code; (d) incidents involving altered or modified Talend Software, release candidate or milestone releases; (e) Talend Software not installed in a Supported Environment in accordance with the applicable Documentation; (f) incidents involving the use of Talend Software and/or Cloud Service inconsistent with applicable Documentation; or (g) where the root cause behind the incident is not a malfunction, but missing functionality or request for custom code development or debugging, system and/or network design, assistance for installation and/or migration, job optimization and responses regarding "how to questions".
6. **Customer Responsibilities.** Customer shall provide reasonable cooperation and full information to Talend in order to receive the Support Services.
7. **Support Contacts.** Customer is entitled to allocate a limited number of authorized support contacts for the submission of support requests depending on the Support Level included in the Subscription as per the table below. Customer can nominate a "Super User" to add/remove registered contacts through the Talend Customer Portal. Support cases submitted by non-registered contacts will be declined by Talend and redirected to Customer's registered support contacts.

Support Level:	Silver/Gold	Platinum	Mission Critical
Number of Contacts:	2 Support Contact	4 Support Contacts	8 Support Contacts

Customer will receive Support Services for support cases submitted via (a) email, phone, and the Talend Customer Portal, with respect to Talend Software, and (b) email, phone, the Talend Customer Portal, and chat, with respect to the Cloud Service.

8. **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. Talend addresses problem resolutions through a number of mechanisms, including defining workarounds, developing Patches, updating the Cloud Service, or through an upcoming GA Talend Software or Cloud Service Client release based on issue severity and priority. If a defect is identified in GA Talend Software, Cloud Service Client, or Cloud Service, 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 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.

9. **Problem Severity.** Upon receipt of a support case submitted via the channels set out above, Talend will prioritize the support case in accordance with the table 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.

Problem Severity:	Summary:	Description:
1-Blocker (S1):	Talend Software and/or Cloud Service are completely unusable.	A production system is down or rendered unusable with no available workaround. Business operations have been halted or substantially impacted.
2-Critical (S2):	Use of the Talend Software and/or Cloud Service are significantly degraded.	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.
3-Major (S3):	Non-critical loss of Talend Software and/or Cloud Service functionality.	Partial, non-critical loss of Talend Software and/or Cloud Service functionality. Usage of Talend Software and/or Cloud Service are impaired but business operations can continue.
4-Minor (S4):	General usage question.	A general usage or how-to question. An error is cosmetic in nature or has minimal impact on business operations.

10. **Response Time Table.** Talend will exercise good faith and commercially reasonable efforts to meet the following response times:

Support Level:	Silver/Gold*	Platinum**	Mission Critical
Support Availability:	Regional Business Hours coverage (see Section 11 below)	Regional Business Hours coverage (see Section 11 below)	Severity 1 : 24x7 Other Severities : 24x5 (week days only)
Phone:	Not Available	Available	Available
Phone Ticket Acknowledgment (Severity 1 issues):	Not Available	2 hours	1 hour
Chat Issue Response Time (Cloud Service Only):	4 hours	2 hours	1 hour
Web Ticket Response Time (Severity 1 issues):	4 hours	2 hours	1 hour
Targeted Environment:	Development	Development and Production	Production

* Includes Talend Stitch Standard Plan.

** Includes Talend Stitch Enterprise Plan.

11. **Regional Business Hours.** Talend will provide Support via email and the Talend Customer Portal during the following regional business hours:

Region:	Support Availability:
US and Canada	6:00 am to 5:00 pm Pacific Standard Time (or Daylight Time, as applicable)
Europe, Middle East, and Africa	9:00 am to 6:00 pm Central European Time
Singapore	9:00 am to 5:00 pm Singapore Standard Time
Japan	9:00 am to 5:00 pm Japan Standard Time
Australia	9:00 am to 5:00 pm Australian Eastern Time
New Zealand	9:00 am to 5:00 pm New Zealand Standard Time