



## Talend Pre-Packaged Services and Training Supplemental Terms and Conditions

These supplemental terms and conditions for Talend Pre-packaged Professional Services ("Pre-Packaged Services") apply to and are incorporated into the Agreement. All undefined capitalized terms herein shall have the meanings ascribed to such terms in the Agreement.

### 1. Pre-Packaged Services.

**1.1 Talend Cloud Quickstart.** The Talend Cloud Quickstart Service ("Talend Cloud Quickstart") includes deployment and mentorship services to initiate a first data management use case in the cloud.

**A. Base Package.** The base Talend Cloud Quickstart follows a set methodology and activities performed within a five (5) Day period. Talend Cloud Quickstart is initiated with a kickoff meeting where Talend will work with Customer's main point of contact to prioritize the areas to address. Following the kickoff meeting, a Talend Consultant will work towards a three-step plan that includes the following services:

1. Set-up and configuration.
2. Application of best practices from the Talend Reference Architecture to Customer's designated environment.
3. Enablement and mentorship on core capabilities working with Customer Data.

**B. Add-Ons.** Talend Cloud Quickstart Add-ons may be purchased in one (1) Day increments under an Order Form for the following services:

1. Extending into go-live support assistance.
2. Additional use cases.
3. Additional enablement and mentorship.
4. Guidance on the next steps in the roadmap for Talend Product adoption.
5. Exploring additional Talend capabilities and best practices on how to adopt them.

**1.2 Talend Data Management Quickstart.** The Talend Data Management Quickstart Service ("Talend Data Management Quickstart") includes deployment and mentorship services to initiate first data integration and data quality use cases either on-premise, in the cloud, or in a hybrid architecture.

**A. Base Package.** The base Talend Data Management Quickstart follows a set methodology and activities performed within a four-week period. Talend Data Management Quickstart is initiated with a kickoff meeting where Talend will work with Customer's main point of contact to prioritize the areas to address. Following the kickoff meeting, a Talend Consultant will work towards a four-step plan that includes the following services:

1. Set-up and configuration.
2. Application of best practices from the Talend Reference Architecture to Customer's designated environment.
3. Enablement and mentorship on core capabilities working with Customer Data.
4. Design use case implementation and testing following a collaborative approach.

**B. Additions.** Talend Data Management Quickstart Add-ons may be purchased in one (1) Day increments under an Order Form for the following services:

1. Go-live support assistance.
2. Additional use cases.
3. Additional enablement and knowledge transfer.
4. Guidance on the next steps/roadmap for the Talend adoption.
5. Exploring additional Talend capabilities and best practices on how to adopt them.

**1.3 Talend Data Catalog Quickstart.** The Talend Data Catalog Quickstart Service ("Talend Data Catalog Quickstart") includes deployment and mentorship services to initiate first metadata management use cases.

**A. Base Package.** The base Talend Data Catalog Quickstart follows a set methodology and activities performed within a five-week period. Talend Data Catalog Quickstart is initiated with a kickoff meeting where Talend will work with Customer's main point of contact to prioritize the areas to address. Following the kickoff meeting, a Talend Consultant will work towards a four-step plan that includes the following services:

1. Set-up and configuration.
2. Application of best practices from the Talend Reference Architecture to Customer's designated environment.
3. Enablement and mentorship on core capabilities and hands-on working with Customer metadata assets for data cataloguing.
4. Establish alignment of information across the business and IT stakeholders.

**B. Addition.** Talend Data Catalog Quickstart Add-ons may be purchased in one (1) Day increments under an Order Form for the following services:

1. Strategic discussions and stakeholder alignment.
2. Integration of additional metadata assets into the Data Catalog.
3. Additional enablement and knowledge transfer.
4. Guidance on the next steps/roadmap for the Talend adoption.
5. Exploring additional Talend capabilities and best practices on how to adopt them.

**1.4 Talend Strategic Architect.** The Talend Strategic Architect Service ("Talend Strategic Architect") includes best practice-based guidance and assistance to develop and implement strategic data management blueprints for Customer's business.

**A. Base Package.** The base Talend Strategic Architect follows a set methodology and activities performed within four (4) Days per month for the period specified in the Order Form. Talend Strategic Architect engagement is initiated with a kickoff meeting where Talend will work with Customer's main point of contact to prioritize the areas to address. Following the kickoff meeting, a Talend Strategic Architect will work towards a four-step plan that includes the following services:

1. Identification and alignment on optimal reference and implementation architectures for Customer's enterprise-wide transformational data management activities.
2. Application of data management best practices in Customer's designated business context and organization.
3. Identification and alignment on Customer's specific data governance processes and activities.
4. Identification and alignment on Customer's specific roadmap for adopting Talend by adding more use cases to Customer's Talend platform.



**B. Additions.** Talend Strategic Architect Service Add-ons may be purchased in one (1) Day per month increments under an Order Form for the following services:

1. Assistance with optimal reference and implementation architecture.
2. Assistance with expansion of Talend usage by implementing additional use cases.
3. Definition of Customer's specific roadmap, standards, guidelines and architecture for optimal utilization of Talend components in the organization.
4. Definition, implementation and expansion of Customer's data governance framework.

**1.5 Talend Center of Excellence.** The Talend Center of Excellence Service ("Talend Center of Excellence") includes the guidance and assistance to help Customer establish Customer's own Talend Center of Excellence team and framework. The intention of a Talend Center of Excellence is for Customer to leverage Talend technology across data management projects or workstreams in an efficient and unified approach.

**A. Base Package.** The base Talend Center of Excellence follows a set methodology and activities performed within a twelve-week period. Talend Center of Excellence is initiated with a kickoff meeting where Talend will work with Customer's main point of contact to prioritize the areas to address. Following the kickoff meeting, a Talend Strategic Architect will work towards a six-step plan that includes the following services:

1. Identification and alignment on the governance framework.
2. Identification and alignment on the operating model.
3. Identification and alignment on the enablement strategy.
4. Definition and alignment on customer-specific implementation guidelines and application of best practices.
5. Mentorship related to performance optimization techniques.
6. Execution of a maturity assessment.

**B. Additions.** Talend Center of Excellence Service Add-ons may be purchased in one-week increments under an Order Form for the following services:

1. Additional guidance and assistance to define roadmap, standards, guidelines and architecture for optimal utilization of Talend components in the Customer organization.
2. Additional guidance and assistance to define, implement and expand Customer's data governance framework.

**1.6 Talend Migration.** The Talend Migration Service ("Talend Migration") includes guidance and assistance services to help Customer to leverage the latest Talend capabilities for Customer data management use cases.

**A. Base Package.** The base Talend Migration follows a set methodology and activities performed within a five (5) Day period. Talend Migration is initiated with a kickoff meeting where Talend will work with Customer's main point of contact to prioritize the areas to address. Following the kickoff meeting, a Talend Consultant will work towards a four-step plan that includes the following services:

1. Holistic review of Customer's Talend architecture and implementation.
2. Definition of Customer optimal target Talend architecture.
3. Identification of potential pitfalls and recommendations for remediation.
4. Assistance to build a Customer specific, multi-phase migration execution and testing plan.

**B. Additions.** Talend Migration Add-ons may be purchased in one (1) Day increments under an Order Form for the following services:

1. Execution of additional migration activities.
2. Additional Talend environments.
3. Additional Talend projects.
4. Additional enablement and mentorship.
5. Guidance on the next steps in the roadmap for Talend Product adoption.
6. Exploring additional Talend capabilities and best practices on how to adopt them.

**1.7 Talend Health Check.** The Talend Health Check Service ("Talend Health Check") includes a review of Customer's current Talend environment that results in a set of recommendations to optimize Customer's Talend architecture and operational performance.

**A. Base Package.** The base Talend Health Check follows a set methodology and activities performed within a five (5) Day period. Talend Health Check is initiated with a kickoff meeting where Talend will work with Customer's main point of contact to prioritize the areas to address. Following the kickoff meeting, a Talend Consultant will work towards a four-step plan that includes the following services:

1. Evaluation of the current architecture and configuration of the Talend technologies.
2. Functional review and evaluation of critical deployed jobs and processes.
3. Impact and risk analysis of recommended changes to configuration or job design.
4. Review of operational or administrative setup and routines.

**B. Additions.** Talend Health Check Add-ons may be purchased in one (1) Day increments under an Order Form for the following services:

1. Review of additional environments.
2. Functional review and evaluation of additional jobs and processes.
3. Deeper review of specific areas which may include performance optimization, security, Software Development Life Cycle ("SDLC"), logging, and monitoring.
4. Implementation of recommendations.
5. Definition of a team enablement plan.

**2. Education Credits.** Education credits may be purchased by Customer and applied towards Training Services within twelve (12) months from the date of purchase. Education credits may be redeemed for pre-defined Training Services defined below. Education credits may not be applied to Subscription Services (including Talend Academy), Consulting Services or Expenses.

**2.1 Private Instructor-Led Training.** Each day of Private Instructor-Led Training Services requires fifteen (15) education credits. Available courses are defined in the course catalog: <https://www.talend.com/academy/catalog/>. Private courses are restricted to eight (8) attendees, unless otherwise agreed in writing with Talend.

**2.2 Public Instructor-Led Training.** Public Instructor-Led Training Services require four (4) education credits per day per participant for courses spanning one or more full days where a full day is defined as greater than four (4) hours of scheduled training instruction. Partial day Public Instructor-Led Training Services require two (2) education credits per participant where a partial day is defined as less than or equal to four



(4) hours of scheduled training instruction. Public Instructor-Led Training Services are subject to availability either in-person or virtually with the current training schedule listed at: <https://www.talend.com/academy/calendar/>. Public courses may not be available in all countries or time zones. Talend reserves the right to cancel scheduled Public Instructor-Led Training Services at its sole discretion.

- 2.3 Private Ask-A-Talend Expert Training Sessions.** Private Ask-A-Talend Expert Training Sessions require four (4) education credits per session. Talend will provide access to a Talend advisor who can assist with responding to questions and queries focused on a specific Customer inquiry. The assistance will be provided in an online session of up to two (2) hours in duration and the session topic of focus may be related to architecture, best practices, installation, or job designs. The Talend advisor will seek to answer questions during the session based on knowledge of technical domain. The session topic must be specified at the time of scheduling and at least five (5) business days in advance unless otherwise agreed in writing with Talend.
- 3. Staffing, Scheduling and Work Location.** Talend will assign a Talend Consultant (“Consultant”) to provide the Pre-Packaged Services and/or Training Services. The Consultant will complete the Services remotely or on-site at Customer’s location, provided that the Consultant shall be given full access to all necessary Customer-resources as reasonably practicable to allow the Consultant to perform or complete the Services. The parties will mutually agree to the schedule for the performance of the Services. Talend may assign or re-assign the Consultant upon written notice to Customer. Consultants performing Pre-Packaged Services will commonly work eight hours per business day (“Day”) (e.g. 8:00 AM to 6:00 PM in the Consultant’s local time zone, Monday through Friday, excluding holidays). Custom deliverables or activities other than those described herein will not be performed or provided by the Consultant.
- 4. Educational Examination.** Educational Examination vouchers may be purchased by Customer and applied towards Training Services within twelve (12) months from the date of purchase. By purchasing or using any Talend exam certification or credential products or services (“Exam Services”), and as a condition to your continued use of the Exam Services, you hereby agree to be bound by the terms of use in the Exam Agreement (<https://www.talend.com/wp-content/uploads/2020/06/doc-exam-agreement.pdf>). If you do not agree to all of the terms, you may not access or use the Exam Services. Any breach by you of the terms related to this Educational Examination may result in termination of your use of the Educational Examination Services, loss of your credential certification and/or denial of your ability to use any of the Educational Examination Services in the future. In addition, Talend reserves the right to pursue any and all remedies in law or equity for any breach of this agreement. Educational Examination vouchers are defined below.
- 4.1 Certification Examination Voucher.** Each Certification Examination Voucher is valid for one individual completing a Talend Certification examination, so long as the Exam Agreement terms are met (<https://www.talend.com/wp-content/uploads/2020/06/doc-exam-agreement.pdf>). Available Certification Examinations are defined here: <https://www.talend.com/academy/certification/>.
- 4.2 Professional Examinations Voucher.** Each Professional Examination Voucher is valid for one individual completing a Talend Professional examination so long as the Exam Agreement terms are met (<https://www.talend.com/wp-content/uploads/2020/06/doc-exam-agreement.pdf>). Available Professional Examinations are defined here: <https://www.talend.com/academy/certification/>.
- 5. Expenses.** Customer shall reimburse Talend for all reasonable travel, accommodations, and out-of-pocket expenses (“Expenses”) incurred in connection with any on-site provision of the Pre-Packaged Services or Training Services.
- 6. Expiration.** The Pre-Packaged Services, any Education Credits, and Examination Vouchers will expire twelve (12) months after the date of purchase if not earlier utilized by Customer, and any unused time shall be forfeited and pre-paid fees not refunded.