



**Talend Success
Supplemental Terms and Conditions**

These supplemental terms and conditions for Talend Success 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. **Services.** Talend Success consists of the following:
 - 1.1 **Customer Success Manager.** Talend will assign a named Customer Success Manager (“CSM”) for Customer to act as the single point of contact to provide personalized assistance. The CSM will learn Customer’s business objectives and technical environment, and work with Customer on a recommended plan to drive adoption. The CSM will work closely with Customer’s team and Talend resources to coordinate issues, escalations, and resolution plans. Subject to the applicable Success Tier, the CSM will make reoccurring onsite visits at Customer’s request to Customer’s domestic location, which such domestic location shall be mutually agreed to by the parties in writing. Onsite visits to destinations outside Customer’s domestic location shall be separately reimbursed by the Customer. The CSM will be shared with other Talend customers in accordance with the ratio set forth in the table in Section 2.
 - 1.2 **“Ask A Talend Expert”.** After thirty (30) days following the Talend Success order date, Talend will provide access to a Talend advisor who can assist with responding to questions and queries related to architecture, best practices, installation, and job designs. The assistance will be provided in an online session focused on a specific Customer inquiry. Talend advisors will seek to answer questions during the session based on knowledge of technical domain. The sessions are limited to two (2) hours in duration each and must be scheduled at least five (5) business days in advance. Customer will be provided with a maximum number of “Ask a Talend Expert” quarterly sessions as set forth in the table below in Section 2. Any unused “Ask A Talend Expert” sessions shall expire at the end of each quarter and shall not roll over to subsequent quarters within the Subscription Term. Additional “Ask A Talend Expert” sessions will be subject to a separate written agreement.
 - 1.3 **“Platform Review”.** After thirty (30) days following the Talend Success order date, Talend will conduct an annual technical review of the Talend platform deployed by Customer. A Talend advisor will engage to conduct the audit of the platform through observing the platform, reviewing existing documentation and configuration, and discussing functional and non-functional requirements with Customer’s key project team members. The “Platform Review” will audit up to four (4) environments, such as Development, Testing, Pre-Production and Production. Additional reviews will be subject to a separate written agreement. Customer shall complete a pre-platform review checklist provided by Talend and provide the Talend advisor with access to the environments subject to the review. A “Platform Review” document will be provided to Customer containing findings and recommendations from Talend. The “Platform Review” will be conducted either remotely or onsite at Customer’s request. Onsite “Platform Review” will be subject to travel and expense costs billed separately to Customer. Up to one (1) “Platform Review” will be conducted during each annual period after the Talend Success order date. The “Platform Review” must be scheduled by Customer at least fifteen (15) business days in advance. Any unused “Platform Review” shall expire at the end of each annual period and shall not roll over to subsequent annual periods within the Subscription Term.
 - 1.4 **Mission Critical Support.** Talend will provide Mission Critical Support in accordance with the Talend Support Policy (set forth here: <https://talend.com/legal-agreements>) for high severity issues, proactive weekly case reviews, weekend upgrade support, and accelerated response times. Subject to the applicable Success Tier, (a) Talend will maintain a copy of the Customer’s Talend configuration to improve issue resolution and the success of upgrades; and (b) Talend will assign a named support engineer (“SE”) as the primary liaison for the Customer on support issues, to provide reports on the health of the Customer’s instance, and assist with upgrade planning. The SE will be shared with other Talend customers in accordance with the ratio set forth in the table in Section 2.
 - 1.5 **Talend Academy.** Talend will provide access to Talend Academy, which includes an extensive library of online training modules available through Talend’s online training portal: <https://academy.talend.com/>. Unless otherwise set forth in the table below, Licensed Users is equivalent to the sum of (a) the number of Named Users, (b) the number of Talend Data Catalog Concurrent Consumer Users, (c) two (2) times the number of Talend Data Catalog Concurrent Admin Users, and (d) ten (10) times the number of all Concurrent Users excluding Talend Data Catalog Concurrent Users.
2. **Success Tiers.** Talend Success shall be provided to Customer in accordance with the Success Tier applicable to Customer’s annual contract value (“ACV”), irrespective of currency fluctuations, as set forth in the table below. The Success Tier will adjust within five (5) business days of contractual changes to the ACV.

ACV	Success Tier	CSM (Ratio)	“Ask A Talend Expert”	“Platform Review”	Mission Critical Support (Ratio)	Talend Academy
\$1,000 - \$49,999	5	N/A	N/A	N/A	Mission Critical	All Talend Licensed Users
\$50,000 - \$199,999	4	Designated and Remote (1:30)	1 x quarter	N/A	Mission Critical	All Talend Licensed Users
\$200,000 - \$399,999	3	Designated with up to 4 onsite visits (1:10)	2 x quarter	1 x year	Mission Critical and Talend Configuration	Unlimited
\$400,000 - \$999,999	2	Designated with up to 4 onsite visits (1:10)	3 x quarter	1 x year	Mission Critical with Designated SE (1:10) and Talend Configuration	Unlimited
\$1,000,000 +	1	Designated with up to 8 onsite visits (1:5)	4 x quarter	1 x year	Mission Critical with Designated SE (1:5) and Talend Configuration	Unlimited