

SUCCESS PLANS

STANDARD, PREMIER, SIGNATURE SUCCESS PLANS

Addendum for Tableau Software

This Addendum amends and supplements the Salesforce Success Plan as described [here](#) (the “Success Plan”). It describes the scope of technical support for supported versions of Tableau Software, including minor release updates and fixes, as listed [here](#) (“**Supported Software**”) which are installed on platforms specified in the Product Technical Specifications (www.tableau.com/techspecs), (the “**Supported Platforms**”). To the extent any inconsistency exists between this Addendum and the Support Plan, this Addendum controls.

Scope of Technical Support

A. What Technical Support Includes:

Subject to the terms of the Success Plan and this Addendum, Salesforce shall use commercially reasonable efforts to provide Customer with technical support services for Supported Software as described below.

- (a) submissions of technical support cases by Customer Users and appropriate responses by Salesforce as described in the Success Plan and this Addendum;
- (b) provision of new versions and maintenance releases of the Supported Software by Salesforce (as described [here](#));
- (c) troubleshooting support of the Supported Software as related to the following Customer activities:

1. Software Installation and Downloads: support for Customer’s downloading and installation of the Supported Software.

2. Software Configuration: support for Customer’s configuration of existing installations on Supported Platforms to ensure proper operation and connectivity.

3. Software Use: support for Customer’s questions related to how to use the Supported Software.

4. Software Upgrades: support for version upgrades of the Supported Software.

5. Software Defects: correction of defects or other errors in the Supported Software, to the extent the Supported Software does not operate materially in accordance with the Documentation. Customer acknowledges that it may not be possible for Salesforce to correct every or any defect, error, or problem reported by Customer or of which Salesforce is otherwise made aware.

Customer is responsible for evaluating and implementing any advice or guidance received from Salesforce. Customer shall provide, upon request, information regarding its use of the Supported Software in order to assist Salesforce in providing technical support, including

providing Salesforce with any relevant log files or console output (de-identified of sensitive data if appropriate) that could assist Salesforce in providing technical support.

B. What Technical Support Excludes: Salesforce will not provide technical support for any of the following:

- (a) Supported Software that is used on or in conjunction with hardware or software other than as specified in the applicable Documentation;
- (b) use of the Supported Software by Customer in violation of the Agreement, Order Form and applicable Documentation;
- (c) alterations, add-ons, customizations, or modifications to the Supported Software by any party other than Salesforce;
- (d) defects or failures in the Supported Software due to any factors beyond Salesforce's reasonable control;
- (e) any version of the Supported Software for which technical support has been discontinued by Salesforce;
- (f) evaluation versions of the Supported Software or other software provided at no charge;
- (g) training, customization, integration, and any issues arising from unlicensed or unauthorized use of the Supported Software;
- (h) any on-site services or remote access services;
- (i) hardware, operating systems, networks, or third-party software;
- (j) any unauthorized use of the Supported Software, including use of the Supported Software on anything other than a Supported Platform.

C. End of Life: Salesforce will provide technical support for each version of Supported Software for the same time period that maintenance is provided after the version release date. , at which time maintenance and technical support will expire ("Expired Version"). An Expired Version is no longer part of the Supported Software. Salesforce may, at its sole discretion, provide limited support for an additional twelve (12) months for an Expired Version consisting solely of clarifying online product Documentation and limited troubleshooting for issues encountered while upgrading to a newer version ("Limited Support"). After this Limited Support period ends, Salesforce will no longer provide any technical support for an Expired Version and no software defects will be investigated. At that time, it is highly recommended for customers to upgrade to a maintained version as soon as possible.

Supported Software Versions

Maintenance and technical support for the Supported Software are available as follows:

- For all versions of the Supported Software, any known issues will be listed on our [Known Issues](#) page.
- Salesforce may prevent the downloading of Expired Versions of the Tableau Software and remove technical support resources .

- If Salesforce identifies a security vulnerability in the Supported Software , Salesforce may prevent the downloading of that version prior to the end of maintenance and technical support dates for that version as listed [here](#).

Last updated November 2024