

THOUGHTSPOT MAINTENANCE AND SUPPORT TERMS AND CONDITIONS

Definitions

"7x24" means seven (7) days a week, twenty-four (24) hours a day.

"Covered System" means the Products for which Customer has purchased support.

"Critical Problem" means a technical problem that renders a Covered System completely unavailable to users or unable to perform a critical user function.

"Field Replaceable Unit" means Hardware that may be replaced at the Customer Site.

"Minor Problem" means a technical problem that does not impair the operation of a Covered System.

"Moderate Problem" means a technical problem that impairs the operation of a Covered System to a lesser degree than a Serious Problem, but does not render the Covered System completely unavailable to users or unable to perform a critical user function.

"Normal Business Hours" means between the hours of 9:00 a.m. and 5:00 p.m. local TAC time, Monday through Friday, excluding locally observed holidays.

"Serious Problem" means a technical problem that substantially impairs the operation of a Covered System, but does not render the Covered System completely unavailable to users or unable to perform a critical user function.

"Service Representative" means a ThoughtSpot employee or contractor who is authorized to perform on-site service of a Covered System.

"Service Ready" means a Covered System that is eligible for support under this Schedule.

"Support Commencement Date" the date on which support begins for a Product.

"Support Year" means a twelve (12) month period beginning on the Support Commencement Date and each succeeding twelve (12) month period beginning on each anniversary of the Support Commencement Date.

"TAC" or "Technical Assistance Center" means ThoughtSpot's customer support facility.

Eligibility for Support

2.1. Product Support. Support for each Covered System will commence on delivery of such Covered System. ThoughtSpot will continue to provide support for Covered Systems for at least five (5) years from the date of purchase, provided that (i) Customer continues to pay support fees to ThoughtSpot as they become due, and (ii) Customer promptly installs all new Software releases made available to Customer.

2.2. "Service Ready" System. A Covered System

shall be automatically deemed "Service Ready" upon delivery.

2.3. Relocated System. In the event that Customer relocates a Covered System to a new Installed Site, Customer shall promptly notify ThoughtSpot of such relocation in writing, and support for the relocated system will be subject to a new "Service Ready" determination at Customer's expense based on ThoughtSpot's then-current rates. Any work required to return the relocated Covered System to a "Service Ready" condition will be at Customer's expense.

2.4. Modified System. Customer shall promptly notify ThoughtSpot of any changes made to the original configuration of any Covered System that are not performed by a Service Representative or under the instructions of the ThoughtSpot TAC. Any such change may make the Covered System subject to a new "Service Ready" determination, at ThoughtSpot's sole discretion, at Customer's expense based on ThoughtSpot's then-current rates. Any work required to return the Covered System to a "Service Ready" condition will be at Customer's expense.

2.5. Restart After Termination. If Customer has terminated support for a Covered System, or failed to pay the applicable support fees when due, and subsequently requests support for that system, the system shall be subject to a new "Service Ready" determination at Customer's expense based on ThoughtSpot's then-current rates. Any work required to return the Covered System to a "Service Ready" condition will be at Customer's expense.

ThoughtSpot's Support Responsibilities

3.1. Support Services. ThoughtSpot shall use commercially reasonable efforts to provide the support services described in this Article 3 in accordance with the terms of this Schedule. Such services will be performed only in connection with a Covered System at an Installed Site.

3.2. TAC Support for Critical Problems. ThoughtSpot will respond to a support request for a Critical Problem with a Covered System within one (1) hour, 7x24. For Critical Problems, ThoughtSpot will provide TAC support on a continuous basis until the Covered System is restored to service.

3.3. TAC Support for Serious and Moderate Problems. ThoughtSpot will respond to a support request for a Serious or Moderate Problem with a Covered System (i) within two (2) hours if reported during Normal Business

Hours and (ii) on the next business day if reported outside Normal Business Hours. For Serious or Moderate Problems, ThoughtSpot will provide TAC support on a priority, but not necessarily continuous, basis until the Covered System's operation is no longer impaired.

- 3.4. TAC Support for Minor Problems. ThoughtSpot will acknowledge receipt of a support request for a Minor Problem with a Covered System (i) on the same business day if reported during Normal Business Hours and (ii) on the next business day if reported outside Normal Business Hours. Minor Problems will be addressed during Normal Business Hours only, in a manner and within a time frame as determined by ThoughtSpot in its sole discretion.
- 3.5. Automated Electronic Mail Messages. A Covered System may be configured to automatically send an electronic mail message to user-defined addresses, which may include the TAC, upon the detection of a specified error message. Because e-mail messages may travel over data communications networks not controlled by ThoughtSpot, ThoughtSpot cannot guarantee that electronic mail messages will be delivered or received.
- 3.6. Telephone Support. If Customer is located in the U.S., ThoughtSpot will provide Customer with unlimited, toll-free telephone access to the ThoughtSpot TAC. If Customer is located outside the U.S., ThoughtSpot will provide Customer with unlimited, but not necessarily toll-free, telephone access to the ThoughtSpot TAC.
- 3.7. On-line Support. ThoughtSpot will provide 7x24 access via its website to certain electronic support services, which may include problem reporting and tracking, a technical knowledgebase, software updates, patch downloads, and diagnostic tools. ThoughtSpot may, in its sole discretion, modify, change or remove any or all electronic support services from its website.
- 3.8. On-site Support. If ThoughtSpot, in its sole discretion, determines that it is necessary to do so, ThoughtSpot will provide on-site support at ThoughtSpot's cost and expense, including labor, parts, and material necessary to repair a Covered System. ThoughtSpot will provide on-site support to service a host computer or install On-site Spares. Upon arrival at the site, ThoughtSpot will provide support until the Covered System is operational or for as long as reasonable progress is being made. Such support may be temporarily suspended if additional parts or resources are required, but will resume when they become available.
- 3.9. Software Updates, Patches, and New

Releases. ThoughtSpot shall provide, at no additional cost to Customer, all applicable Software updates, patches, and new releases.

Customer's Support Responsibilities

- 4.1. Primary Contact. Customer shall assign and maintain a technically skilled employee or agent who will serve as Customer's primary contact with ThoughtSpot. Customer shall provide ThoughtSpot with this individual's name and contact information. Customer may change its primary contact at any time upon prior written notice to ThoughtSpot.
- 4.2. Other Contacts. Customer may identify a reasonable number of other individuals who are authorized to request support for a Covered System. Customer shall provide ThoughtSpot with the names and contact information for these individuals. Customer may change these contacts at any time upon prior written notice to ThoughtSpot.
- 4.3. Support Requests. For all non-Critical Problems, Customer is strongly encouraged to make all support requests via ThoughtSpot's Internet website in order to ensure communication of all essential information, including but not limited to log files. Support requests for Critical Problems may be made via the website or telephone, except that support requests for Critical Problems outside of Normal Business Hours must be made by telephone. For Critical Problems, Customer shall provide ThoughtSpot with a dedicated contact person who will be available to assist ThoughtSpot for the duration of the Critical Problem. Customer shall provide ThoughtSpot with the name and contact information for such individual. Customer may change such contacts at any time upon prior written notice to ThoughtSpot.
- 4.4. Routine Maintenance. Customer shall maintain each Covered System and its components in a manner consistent with all applicable product specifications provided by ThoughtSpot or the manufacturer, including but not limited to cleaning, replacing expendable parts, and performing regular operating checks.
- 4.5. Remote Access. Customer shall provide, at no cost to ThoughtSpot, access to and use of suitable telecommunications lines and equipment to establish data communication via a mutually agreed interface between the TAC and a Covered System.
- 4.6. Diagnostics. Customer shall execute diagnostic routines when requested by ThoughtSpot and shall promptly provide the results to ThoughtSpot.
- 4.7. Field Replaceable Units. Customer shall only

replace Field Replaceable Units under the remote direction and guidance of the TAC or a Service Representative.

provide all or a portion of the support services to be provided under this Schedule.

- 4.8. Backup. Customer shall ensure that all data stored on a Covered System is adequately duplicated, documented, and protected. ThoughtSpot is not responsible for Customer's failure to do so, or for the cost of reconstructing data stored on disks, tapes, or other media that are lost or damaged.
- 4.9. On-site Support. During on-site support, Customer shall ensure that Service Representatives have access to the Covered System. Customer shall render all reasonable assistance and cooperate fully with Service Representatives. Additionally, Customer shall ensure the Service Representative's ability to work without interruption or interference.
- 4.10. End User Support. Customer shall provide support services to End Users for the Customer Application.

Other Support Terms

- 5.1. Support Fees. Support shall be invoiced annually in advance. Follow-on Support shall be invoiced ninety (90) days prior to anniversary of renewal. All support fees paid by Customer shall be non-refundable.
- 5.2. Additional Fees. Customer may incur additional fees on a time and materials basis for any parts, services, or materials provided by ThoughtSpot to remedy problems caused by any of the following: (i) fire, flood, natural disaster, neglect, misuse, abuse, terrorism, war, or other force majeure events or causes; (ii) unauthorized modifications or use of the Covered Systems; (iii) use of equipment or software not provided by ThoughtSpot, except as authorized by ThoughtSpot; or (iv) damage resulting from environmental considerations such as electrical power, heat, cold, or humidity outside the published product specifications. Thought Spot shall invoice Customer for any such additional fees on a monthly basis.
- 5.3. Price Changes. ThoughtSpot may change the applicable annual support fee for subsequent Support Years by giving Customer ninety (90) days advance written notice. Any such price change will apply on the first day of the next Support Year on or after the effective date specified in the ThoughtSpot price change notice. Price increases will not exceed five percent (5%) annually. ThoughtSpot list prices for professional services and parts are subject to change without notice.
- 5.4. Subcontractors. ThoughtSpot may, without notice, contract with third party vendors to