



# Service Description Guide

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# I. Subscription Service

## A. Cloud Service

Overview: Talend provides a suite of data integration and integrity cloud services characterized as "Entry-Level," "Platform," and/or "Add-On" Cloud Services. Your Subscription Service includes one or more of the following:

### Entry-level Cloud Service

- Stitch Advanced
- Stitch Premium
- Stitch Ultimate
- Stitch Platform
- Stitch Connect
- Talend Cloud Pipeline Designer Standard
- Talend Cloud Data Integration (includes Talend Cloud Pipeline Designer, Talend Cloud Data Preparation, Talend Cloud Data Stewardship)
- Talend Cloud Big Data (includes Talend Cloud Data Integration)

### Platform Cloud Service

- Talend Cloud Data Management Platform (includes Talend Cloud Data Integration)
- Talend Cloud Big Data Platform (includes Talend Cloud Data Management Platform)
- Talend Cloud API Services Platform (includes Talend Cloud Data Management Platform)
- Talend Cloud Data Fabric (Includes Talend Cloud Big Data Platform and Talend Cloud API Services Platform)

### Cloud Service Add-ons

- Talend Cloud Data Preparation
- Talend Cloud Data Stewardship
- Talend Cloud Data Inventory
- Talend Cloud Data Catalog
- Talend Cloud API Designer and Tester
- Talend Engine Tokens
- Talend Cloud Platform Admin User

The Cloud Service is provided subject to applicable [License Type](#) restrictions/units of measure, as further described below. Entry-level and Platform Cloud Services include a base number of [Engine Tokens](#). Capitalized terms not defined in the applicable section of the Service Description Guide have the meaning set forth in the license or service agreement.

## 1. Stitch Advanced

### A. Data Extraction

Stitch Advanced includes support for extracting from a wide variety of source types, including:

- Databases: Postgres, MySQL, Microsoft SQL Server, MongoDB and more
- SaaS: Salesforce, Marketo, Hubspot and many more
- Flat files via Amazon S3 and FTP
- Webhooks
- Direct posts to an Import API

For each integration, Stitch Advanced supports:

- Ability to schedule extraction frequencies using cron-based scheduling
- Ability to select tables/endpoint and columns to replicate (for most integrations)
- Ability to have error notifications sent to custom supplied email addresses

- Access to an API to programmatically control configuration, including integrations and destinations
- Ability to have webhooks sent to customer-supplied URLs after each load to a destination (up to 10 URLs)

#### B. *Data Loading*

Stitch Advanced includes support for loading into several different destination types, including:

- Cloud Data Warehouses: AWS Redshift, Google BigQuery, Snowflake and others
- Cloud Object Storage Service: Amazon S3
- Databases: Postgres, Microsoft SQL Server, MySQL
- Ability to load data to more than one destination (up to 3)

#### C. *Management and Monitoring*

Stitch Advanced includes features to support management and monitoring the core replication service including:

- Ability to view and manage administrative users
- Ability to see the results of each extraction per integration including logs (up to 7 days in the past)
- Ability to see the results of each load per destination (up to 7 days in the past)
- In-app and email notifications for extraction and load errors
- Support for replicating up to 100 million rows per month without add-on cost
- Extended support for extraction/load results and logs (to 60 days)

#### D. *License Type(s)/Unit of Measure*

- Your Subscription to Stitch Advanced is provided subject to the following License Type(s) and restrictions:
  - 100 million Rows per Month
  - Customer's use in excess of 100 million Rows per Month may be subject to additional fees.
- Add-Ons that may be purchased in addition to a Subscription for Stitch Advanced:
  - Additional rows (packs of 100 million rows)
  - Additional destination (increments of 1)
  - Mission critical support

#### E. *Customer Success*

Global Customer Success Manager – As described in section E. Talend Success.

## 2. **Stitch Premium**

Stitch Premium includes the product and service of Stitch Advanced and adds the following feature:

- Support for advanced connectivity options including VPN, Reverse SSH, VPC Peering, and AWS PrivateLink
- Ability to load data to up to five destinations

#### A. *License Type(s)/Unit of Measure*

- Your Subscription to Stitch Premium is provided subject to the following License Type(s) and restrictions:
  - 1 billion Rows per Month
  - Customer's use in excess of 1 billion Rows per Month may be subject to additional fees.
- Add-Ons that may be purchased in addition to a Subscription for Stitch Premium:
  - Additional rows (packs of 100 million rows)
  - Additional destination (increments of 1)
  - Mission critical support

## 3. **Stitch Ultimate**

Stitch Ultimate includes the product and service of [Stitch Premium](#) that includes the following features:

- Support for advanced connectivity options including VPN, Reverse SSH, VPC Peering, and AWS PrivateLink
- Ability to load data to more than three destinations (up to 5)



A. *License Type(s)/Unit of Measure*

- Your Subscription to Stitch Ultimate is provided subject to the following License Type(s) and restrictions:
  - 9 billion Rows per Month
  - Customer's use in excess of 9 billion Rows per Month may be subject to additional fees.
- Add-Ons that may be purchased in addition to a Subscription for Stitch Ultimate:
  - Additional rows (packs of 100 million rows)
  - Additional destination (increments of 1)

B. *Support*

Mission Critical Support – As described in section C. Support Policy for Talend Software and Cloud Services.

#### 4. **Stitch Platform**

Stitch Platform includes the product and service of [Stitch Premium](#) and enables you to integrate Stitch data pipeline functionality into your platform(s) on behalf of your end-customers, subject to the applicable Limit(s) set forth on the Order.

A. *License Type(s)/Unit of Measure*

- Your Subscription to Stitch Platform is provided subject to the following License Type(s) and restrictions:
  - 1 billion Rows per Month
  - Customer's use in excess of 1 billion Rows per Month may be subject to additional fees.
- Add-Ons that may be purchased in addition to a Subscription for Stitch Platform:
  - Additional rows (packs of 100 million rows)
  - Additional destination (increments of 1)

B. *Support*

Mission Critical Support – As described in section C. Support Policy for Talend Software and Cloud Services.

#### 5. **Stitch Connect Enterprise Plan**

Stitch Connect Enterprise Plan enables you to integrate Stitch data pipeline functionality into your platform(s), including use by and/or on behalf of your end customers, subject to the applicable Limit(s) set forth on the Order.

A. *Definitions*

As used herein, the following capitalized terms shall have the meanings set forth below:

- "Connection" means a database, API, or other data application from which the Stitch platform replicates data.
- Rows of Data purchased from Talend

B. *License Type(s)/Unit of Measure*

- Your Subscription to Stitch Connect is provided subject to the following License Type(s) and restrictions:
  - Rows Per Month
- Add-Ons that may be purchased in addition to a Subscription for Stitch Connect:
  - Additional rows (pack of 500 million rows)

#### 6. **Stitch Connect**

Stitch Connect enables you to integrate Stitch data pipeline functionality into your platform(s), and enables you to manage your customers experience by creating individual Stitch accounts, isolating the data pipeline for each of your customers through the Stitch API. Stitch Connect is an OEM offer, subject to the applicable Limit(s) set forth on the Order.

A. *Definitions*

As used herein, the following capitalized terms shall have the meanings set forth below:





- 10 accounts
- "Connection" means a database, API, or other data application from which the Stitch platform replicates data.
- Rows of Data purchased from Talend

#### B. License Type(s)/Unit of Measure

- Your Subscription to Stitch Connect is provided subject to the following License Type(s) and restrictions:
  - Rows Per Month
- Add-Ons that may be purchased in addition to a Subscription for Stitch Connect:
  - Stitch Connect additional rows (pack of 750 million rows)

## 7. Talend Cloud Pipeline Designer Standard

Talend Cloud Pipeline Designer Standard is an Entry-Level Cloud Service for creating data pipelines that extract, transform and load data between sources and destinations, which includes the following components:

#### A. Design and Productivity Tools

Talend Cloud Pipeline Designer Standard includes the following design and productivity tools:

- Ability to do data transformations including filter, flatten/normalize, aggregate, replicate, look up, join, and time windowing
- Live preview of sample data
- Ability to design batch and streaming pipelines in the same interface, using the same connectors and graphical components
- Ability to standardize, cleanse, and enrich data in the pipeline
- Schema on-read support
- Easily embed Python code
- Supports data formats including: Avro, JSON, Parquet, Excel and CSV
- Quickly evaluate the quality of your data sets with the Talend Trust Score
- Stores metadata in shared, common data set repository across all Talend products
- Write into Talend Data Stewardship campaigns

#### B. Cloud Connectors

Talend Cloud Pipeline Designer Standard includes the following connectors for extracting or loading data:

- Cloud Data Warehouse and Data Lakes: Snowflake, Amazon Redshift, Azure Data Lake Storage Gen2, Azure Synapse Analytics, Google BigQuery, SingleStore.
- Cloud Storage and File Systems: Amazon S3, Azure Blob Storage, Azure Data Lake Storage Gen2, Google Cloud Storage.
- Cloud DB: Amazon Aurora, Microsoft SQL Server.
- RDBMS: Amazon RDS (Amazon Aurora, Oracle, Microsoft SQL Server, MySQL, PostgreSQL, MariaDB) and any JDBC compatible data source
- SaaS / Business: Dynamics 365, Marketo, Google Analytics, NetSuite, Salesforce, Workday, Zendesk.
- Technologies: FTP, HDFS, ElasticSearch, REST.
- Streaming Message Queues: Amazon Kinesis, Apache Pulsar, Azure Event Hubs, Google PubSub, Kafka, RabbitMQ.
- NoSQL: Amazon DynamoDB, Azure Cosmos DB, Couchbase, MongoDB, Apache Kudu.

#### C. Management and Monitoring

Talend Cloud Pipeline Designer Standard includes Talend Management Console, a cloud service to manage Talend applications and components as well as the administrative features and configurations that surround them. Talend Management Console includes the following capabilities:

- Ability to manage or view users, permissions, projects, execution engines
- Activity monitoring to track down rejected records or where executions have failed
- Design and schedule plans to chain or parallelize tasks including error recovery
- Time and event-based scheduler for Pipeline task and plan
- Pipeline task and plan executions logs are collected and can be viewed and downloaded
- Audit logs are collected to track user actions for a period depending on your subscribed support plan





- Ability to create 2 environments for task execution in isolation
- Cloud services that include: Cloud Security Information and Event Management (SIEM), Intrusion Detection System (IDS), Intrusion Prevention System (IPS) and Web Application Firewall (WAF)

#### D. *Basic Dataset Inventory*

Talend Cloud Pipeline Designer Standard includes basic dataset inventory, a cloud service of datasets used. As pipelines are developed, the pipeline and dataset become available in a common inventory that can be shared with users across Data Preparation and Data Inventory cloud services, and in turn, Talend Cloud Pipeline Designer Standard users have access to datasets and preparations in those services. Basic Dataset Inventory features include:

- Data sampling (head sample and random sample), semantic discovery, and auto-profiling
- Social curation with data sharing, ratings and endorsement
- Trust Score for assessment of data health based on quality, ratings and popularity
- Cross reference between datasets, preparations and pipelines.
- Basic datasets search capabilities

#### E. *License Type(s)/Unit of Measure and Available Add-Ons*

- Your Subscription to Talend Cloud Pipeline Designer Standard is provided subject to the following License Types:
  - Named User
  - Engine Tokens
- Add-Ons that may be purchased in addition to a Subscription for Talend Cloud Pipeline Designer Standard:
  - Engine Tokens

#### F. *Engine Tokens and Cloud Engine*

Your Talend Cloud Pipeline Designer Standard subscription includes:

- 18,000 Engine Tokens, which may only be used to provision Remote Engines.
- A Cloud Engine for design purposes only (not production)

## 8. **Talend Cloud Data Integration**

Talend Cloud Data Integration is a cloud service for integrating data from databases, flat files, on-premise or cloud-based applications. With Talend Cloud Data Integration users build projects (Jobs) where data is extracted from a data source, transformed and loaded (ETL) into another data source; or a Job where data is extracted and loaded into a data source, then transformed (ELT) in the data source.

Talend Cloud Data Integration includes [Talend Cloud Pipeline Designer Standard](#) and adds the following features:

#### A. *Design and Productivity Tools (Studio)*

Talend Studio is a cloud service client that you download and install to visually create and test Jobs. Studio features include:

- File management: open, move, compress, decompress without scripting
- Control and orchestrate data flows and data integrations with master Jobs
- Map, aggregate, sort, enrich and merge data
- Team collaboration with shared repository
- Continuous integration
- Audit, Job compare, impact analysis, testing, debugging and tuning
- Metadata bridge for metadata import/export and centralized metadata management
- Distant run and parallelization
- Dynamic schema, re-usable Joblets and reference projects
- Wizards and interactive data viewer
- Versioning
- Export and execute standalone Jobs in runtime environments
- Change data capture (CDC)
- Automatic documentation



- Publish to the cloud
- Controlled patch management

#### B. *Studio Connectors*

Talend Studio includes the following connectors for Job creation:

- RDBMS: Access, DB Generic, DB2, Firebird, HSQLDb, IBM DB2 and IBM DB2 Z/OS, Informix, Ingres, Interbase, JavaDB, MaxDB, Microsoft SQL Server, MySQL, Oracle, ParAccel, PostgresPlus, PostgreSQL, SQLite, Sybase, SybaseIQ, VectorWise.
- Streaming Message Queues: ActiveMQ, Amazon Simple Queue Service (Amazon SQS), Azure Storage Queue, Google PubSub, JBoss Messaging, JMS, Kafka, Kinesis, Microsoft MQ, Microsoft MQ, MQTT, RabbitMQ, WebSphere MQ
- Cloud DB: Amazon Aurora, Amazon MySQL, Amazon Oracle, Amazon RDS for Microsoft SQL Server, Amazon RDS for Oracle, Amazon Redshift, Microsoft Azure Synapse Analytics .
- Cloud Storage: Amazon S3, Azure Storage Blob, Microsoft Azure Blob Storage.
- Technologies: Apache log, ARFF, Avro, Change Data Capture, Delimited, FTP, SFTP, FTPS, HTTP, Java custom code, JDBC, JSON, LDAP, LDIF, Mail, MS Delimited, MS Positional, NamedPipe, ORC, Parquet, POP, Positional, Proxy, Regex, REST, RSS, SCD, SCP, SOAP, Socket, SVNLog, Webservice, XML.
- SaaS / Business: AS/400, Bonita, Excel, JIRA, Marketo, Microsoft AX, Microsoft CRM, NetSuite, Palo, Red Hat BRMS, Salesforce, SAP Business Suite (ERP), SAP Business Warehouse (BW), ServiceNow, Splunk, VtigerCRM, Workday, Zendesk.
- DB for Analytics: Azure Synapse Analytics, Exasol, Google BigQuery, Greenplum, Kudu, Netezza, SAP HANA 4, SingleStore, Snowflake, Teradata, Vertica.
- NoSQL: Azure Storage Table, Cassandra, CosmosDB, CouchBase, CouchDB, DynamoDB, Elasticsearch, eXist-db, MarkLogic, MongoDB, Neo4j.
- Cloud content management: Box, Dropbox, Google Drive.
- Security: CyberArk, GPG, Kerberos, Keystore.

#### C. *Management and Monitoring for Jobs*

Talend Cloud Data Integration includes Talend Management Console, a cloud service to manage Talend applications and components as well as the administrative features and configurations that surround them. Talend Management Console includes the following capabilities:

- Ability to manage or view users, permissions, projects, execution engines
- Activity monitoring to track down rejected records or where executions have failed
- Design and schedule plans to chain or parallelize tasks including error recovery
- Time and event-based scheduler for tasks and plans
- Job execution logs are collected and can be viewed, downloaded or exported via API for a period of 31 days
- Audit logs are collected to track user actions for a period depending on your subscribed support plan
- Ability to create 2 environments for task execution in isolation and corresponding context management (dev, prod)
- Automation is allowed via the use of secured API
- Single Sign-On (SSO) integration with several SSO providers
- Cloud services that include: Cloud Security Information and Event Management (SIEM), Intrusion Detection System (IDS), Intrusion Prevention System (IPS) and Web Application Firewall (WAF)

#### D. *License Type(s)/Unit of Measure and Available Add-Ons*

- Your Subscription to Talend Cloud Data Integration is provided subject to the following License Types:
  - Named User
  - Engine Tokens
- Add-Ons that may be purchased in addition to a Subscription for Talend Cloud Data Integration:
  - Engine Tokens
  - Talend Cloud Data Preparation Add-On – 10 Named Users
  - Talend Cloud Data Stewardship Add-On – 5 Named Users
  - Talend Cloud Data Inventory

#### E. *Talend Pipeline Designer*

Talend Cloud Data Integration includes Named Users of Talend Cloud Pipeline Designer (all Named Users in your Talend Cloud Data Integration subscription have access to Talend Cloud Pipeline Designer), and additional Add-On Named Users may be purchased.

#### F. *Engine Tokens*

Talend Cloud Data Integration includes 45,000 [Engine Tokens](#).

## 9. **Talend Cloud Big Data**

Talend Cloud Big Data is a cloud service which adds a set of components compatible with the Apache Spark runtime that enables users to parallelize integration of large datasets at scale. Talend Cloud Big Data includes [Talend Cloud Data Integration](#) and adds the following features:

#### A. *Design and Productivity Tools*

Talend Cloud Big Data adds the following capabilities:

- Generates native Spark batch code
- Spark Job designer
- Graphical design environment
- Spark Universal support including Kubernetes deployment mode
- Dynamic distribution support for Cloudera technologies
- ETL and ELT support
- Dynamic schema in Spark components
- Hadoop Job scheduler with YARN
- Hadoop security for Knox and Kerberos
- Ingestion, loading and unloading data into a data lake

#### B. *Studio Components*

Talend Cloud Big Data adds Hadoop components for: HDFS, HBase, Hive, Sqoop, Impala, Kudu

#### C. *Connectors*

Talend Cloud Big Data includes connectors for:

- Serverless platforms: Databricks, Delta Lake, Azure Synapse Spark pools
- Spark on YARN platforms: AWS EMR, Azure HDInsight, Cloudera CDP Public Cloud and Private Cloud Base, Google Dataproc
- Connectors with NoSQL systems including: Cassandra, Couchbase, DynamoDB, MongoDB, Neo4j, and more

#### D. *License Type(s)/Unit of Measure and Available Add-Ons*

- Your Subscription to Talend Cloud Big Data is provided subject to the following License Types:
  - Named User
  - Engine Tokens
- Add-Ons that may be purchased in addition to a Subscription for Talend Cloud Big Data:
  - Engine Tokens
  - Talend Cloud Data Preparation Add-On – 10 Named Users
  - Talend Cloud Data Stewardship Add-On – 5 Named Users
  - Talend Cloud Data Inventory

#### E. *Talend Pipeline Designer*

Talend Cloud Big Data includes Named Users of Talend Cloud Pipeline Designer (all Named Users in your Talend Cloud Big Data subscription have access to Talend Cloud Pipeline Designer), and additional Add-On Named Users may be purchased.



F. *Engine Tokens*

Talend Cloud Big Data includes 45,000 [Engine Tokens](#).

## 10. Talend Cloud Data Management Platform

Talend Cloud Data Management Platform is a cloud service that includes [Talend Cloud Data Integration](#) and adds the following features:

A. *Design and Productivity Tools (Studio)*

Talend Cloud Data Management Platform adds the following Talend Studio features:

- Continuous delivery
- Visual mapping for hierarchical formats (XML, JSON, SAP IDocs, EDI...)
- Repository Manager

B. *Data Quality*

Talend Cloud Data Management Platform includes data quality features to profile, cleanse and mask data, supporting machine learning-enabled de-duplication, validation, and standardization methods. Data quality features include:

- Data profiling and analytics with graphical charts and drilldown data
- Data privacy with masking and encryption
- Automated data standardization, cleansing and rules enforcement
- Data quality data mart containing the analyses and reports executed in Talend Studio
- Semantic discovery with automatic detection of patterns
- Comprehensive survivorship
- Data sampling
- Enrichment, harmonization, fuzzy matching and de-duplication
- Pattern library

C. *Advanced Data Profiling*

- Fraud pattern detection using Benford Law
- Advanced statistics with indicator thresholds
- Column set analysis
- Advanced matching analysis
- Time column correlation analysis

D. *Management and Monitoring*

Talend Cloud Data Management Platform adds the following management and monitoring features:

- High availability, load balancing, failover for tasks and plans executions
- Engine clusters for Jobs
- Static IP addresses
- Environments (unlimited)

E. *License Type(s)/Unit of Measure and Available Add-Ons*

- Your Subscription to Talend Cloud Data Management Platform is provided subject to the following License Types:
  - Named User
  - Engine Tokens
- Add-Ons that may be purchased in addition to a Subscription for Talend Cloud Data Management Platform:
  - Admin User
  - Engine Tokens
  - Talend Cloud Data Preparation



- Talend Cloud Data Stewardship
- Talend Cloud Data Inventory

F. *Talend Cloud Data Preparation and Talend Cloud Data Stewardship*

Talend Cloud Data Management Platform includes 2 Named Users for each of [Talend Cloud Data Preparation](#) and [Talend Cloud Data Stewardship](#), and additional Add-On Named Users may be purchased.

G. *Talend Pipeline Designer*

Talend Cloud Data Management includes Named Users of Talend Cloud Pipeline Designer (all Named Users in your Talend Cloud Data Management subscription have access to Talend Cloud Pipeline Designer), and additional Add-On Named Users may be purchased.

H. *Engine Tokens*

Talend Cloud Data Management Platform includes 90,000 [Engine Tokens](#).

## 11. Talend Cloud Big Data Platform

Talend Cloud Big Data Platform is a cloud service which adds data quality Jobs to a set of components compatible with the Apache Spark runtime that enables users to parallelize integration of large datasets at scale that includes [Talend Cloud Big Data](#) and [Talend Cloud Data Management Platform](#) and adds the following features:

A. *Studio Connectors*

Talend Cloud Big Data Platform adds the following connectors:

- Spark MLlib (classification, clustering, recommendation, regression)

B. *Big Data Quality*

Talend Cloud Big Data Platform supports running data quality Jobs on big data clusters including:

- Data cleansing, profiling, masking, parsing and matching on Spark and Hadoop
- Machine learning for data matching and deduplication
- HDFS file profiling

C. *License Type(s)/Unit of Measure and Available Add-Ons*

- Your Subscription to Talend Cloud Big Data Platform is provided subject to the following License Types:
  - Named User
  - Engine Tokens
- Add-Ons that may be purchased in addition to a Subscription for Talend Cloud Big Data Platform:
  - Admin User
  - Engine Tokens
  - Talend Cloud Data Preparation Add-On – 10 Named Users
  - Talend Cloud Data Stewardship Add-On – 5 Named Users

D. *Talend Cloud Data Preparation and Talend Cloud Data Stewardship*

Talend Cloud Data Management Platform includes 2 Named Users for each of [Talend Cloud Data Preparation](#) and [Talend Cloud Data Stewardship](#), and additional Add-On Named Users may be purchased.

E. *Talend Pipeline Designer*

Talend Cloud Big Data Platform includes Named Users of Talend Cloud Pipeline Designer (all Named Users in your Talend Cloud Big Data Platform subscription have access to Talend Cloud Pipeline Designer), and additional Add-On Named Users may be purchased.



#### F. *Engine Tokens*

Talend Cloud Big Data Platform includes 90,000 [Engine Tokens](#).

## 12. Talend Cloud API Services Platform

Talend Cloud API Services Platform is a cloud service that includes [Talend Cloud Data Management Platform](#) and adds the following features:

#### A. *Design and Productivity Tools (Studio)*

Talend Cloud API Services Platform adds Data Services features through Talend Studio, a cloud service client, for creating, connecting, mediating and managing services and their interactions. Development teams implement REST services, SOAP services and messaging Routes. Data Services features include:

- Drag-and-drop Routes and SOAP/REST service creation and simulation
- Deliver and route messages and events based on Enterprise Integration Patterns (EIPs) (Apache Camel)
- Command line and scripting tools
- Build and deploy as an OSGi feature
- Build a microservice
- Deploy and manage a microservice
- Standard support: REST, Swagger™, SOAP, WSDL, OpenID Connect, SAML, and more
- Transports/protocols support: HTTP, JMS, MQTT, AMQP, UDP, Apache Kafka, WebSphere MQ and more

#### B. *Studio Connectors*

Talend Cloud API Services Platform adds messaging connectors for Kafka, Kinesis

#### C. *Services Management and Monitoring*

Talend Cloud API Services Platform includes features for managing and monitoring services:

- System monitoring: JMX / Jolokia
- Services and Routes runtime engine
- Engine cluster for Services and Routes
- Containerized service generation
- Access into live statistics of message flow activity
- Interface to deploy data services and Routes

#### D. *License Type(s)/Unit of Measure and Available Add-Ons*

- Your Subscription to Talend Cloud API Services Platform is provided subject to the following License Types:
  - Named User
  - Engine Tokens
- Add-Ons that may be purchased in addition to a Subscription for Talend Cloud API Services Platform:
  - Admin User
  - Engine Tokens
  - Talend Cloud Data Preparation Add-On – 10 Named Users
  - Talend Cloud Data Stewardship Add-On – 5 Named Users
  - Talend Cloud API Designer and Tester – 5 Named Users

#### E. *Talend Pipeline Designer*

Talend Cloud API Services Platform includes Named Users of Talend Cloud Pipeline Designer (all Named Users in your Talend Cloud API Services Platform subscription have access to Talend Cloud Pipeline Designer), and additional Add-On Named Users may be purchased.

*F. Talend Cloud API Designer and Tester*

Talend Cloud API Services Platform includes Named Users of Talend Cloud API Designer and Tester (all Named Users in your Talend Cloud API Services subscription have access to Talend Cloud API Designer and Tester), and additional Add-On Named Users may be purchased.

*G. Talend Cloud Data Preparation and Talend Cloud Data Stewardship*

Talend Cloud API Services Platform includes 2 Named Users for each of [Talend Cloud Data Preparation](#) and [Talend Cloud Data Stewardship](#), and additional Add-On Named Users may be purchased.

*H. Engines*

- Talend Cloud API Services Platform includes 90,000 [Engine Tokens](#).

### 13. Talend Cloud Real-time Big Data Platform

Talend Cloud Real-time Big Data Platform is a Platform Cloud Service that includes [Talend Cloud Big Data Platform](#) and [Talend Cloud API Services Platform](#) and adds additional capabilities to ingest and process data including the following:

- Generates native Spark Streaming code
- High-Speed messaging components (Kafka, Google PubSub, Kinesis)

*A. Design and Productivity Tools*

Talend Cloud Real-time Big Data Platform add the capability to generate and run native Spark Streaming code.

*B. Studio Connectors*

Talend Cloud Real-time Big Data Platform adds the capability to connect to Kafka, Kinesis, Google PubSub.

*C. License Type(s)/Unit of Measure and Available Add-Ons*

- Your Subscription to Talend Cloud Data Fabric / Talend Real-time Big Data Platform is provided subject to the following License Types:
  - Named User
  - Engine Tokens
- Add-Ons that may be purchased in addition to a Subscription for Talend Cloud Real-time Big Data Platform:
  - Admin User
  - Engine Tokens
  - Talend Cloud Data Preparation Add-On – 10 Named Users
  - Talend Cloud Data Stewardship Add-On – 5 Named Users
  - Talend Cloud API Designer and Tester – 5 Named Users

*D. Talend Pipeline Designer*

Talend Cloud Real-Time Big Data Platform includes Named Users of Talend Cloud Pipeline Designer (all Named Users in your Talend Cloud Real-Time Big Data Platform subscription have access to Talend Cloud Pipeline Designer), and additional Add-On Named Users may be purchased.

*E. Talend Cloud API Designer and Tester*

Talend Cloud API Services Platform includes Named Users of Talend Cloud API Designer and Tester (all Named Users in your Talend Cloud API Services subscription have access to Talend Cloud API Designer and Tester), and additional Add-On Named Users may be purchased.

*F. Talend Cloud Data Preparation and Talend Cloud Data Stewardship*

Talend Real-time Big Data Platform includes 2 Named Users for each of [Talend Cloud Data Preparation](#) and [Talend Cloud Data Stewardship](#), and additional Add-On Named Users may be purchased.





#### G. Engines

Talend Cloud Real-time Big Data Platform includes 90,000 [Engine Tokens](#).

### 14. Talend Cloud Data Fabric

Talend Cloud Data Fabric is a Platform Cloud Service that includes [Talend Cloud Real-time Big Data Platform](#)

#### A. License Type(s)/Unit of Measure and Available Add-Ons

- Your Subscription to Talend Cloud Data Fabric is provided subject to the following License Types:
  - Named User
  - Engine Tokens
- Add-Ons that may be purchased in addition to a Subscription for Talend Cloud Data Fabric:
  - Admin User
  - Concurrent Admin User
  - Engine Tokens
  - Cloud Flex Add-On
  - Talend Cloud Data Preparation Add-On – 10 Named Users
  - Talend Cloud Data Stewardship Add-On – 5 Named Users
  - Talend Cloud API Designer and Tester – 5 Named Users

#### B. Talend Pipeline Designer

Talend Cloud Data Fabric includes Named Users of Talend Cloud Pipeline Designer (all Named Users in your Talend Cloud Data Fabric subscription have access to Talend Cloud Pipeline Designer), and additional Add-On Named Users may be purchased.

#### C. Talend Cloud API Designer and Tester

Talend Cloud API Services Platform includes Named Users of Talend Cloud API Designer and Tester (all Named Users in your Talend Cloud API Services subscription have access to Talend Cloud API Designer and Tester), and additional Add-On Named Users may be purchased.

#### D. Talend Cloud Data Preparation and Talend Cloud Data Stewardship

Talend Cloud Data Fabric includes 2 Named Users for each of [Talend Cloud Data Preparation](#) and [Talend Cloud Data Stewardship](#), and additional Add-On Named Users may be purchased.

#### E. Engines

- Talend Cloud Data Fabric includes 90,000 [Engine Tokens](#).

### 15. Talend Cloud Data Fabric Capacity Bundle

Talend Cloud Data Fabric Capacity Bundle (“Bundle”) is a Platform Cloud Service that includes [Talend Cloud Data Fabric](#) and the Data Inventory add-on Cloud Service. Cloud Flex Add-On may be purchased as an optional add on to the Bundle.

#### A. License/Unit of Measure

The Bundle requires a minimum purchase of one Talend Cloud Data Fabric Platform Capacity Band (“Band”), which includes the limits set forth below. A single Capacity Band includes a fixed quantity of Executions and Duration (or Minutes). As referenced below, the term “Jobs” means the number of distinct Artifact IDs in a given month as reported in the Talend Management Console Snowflake tables. A batch Job that completes 3 executions successfully in a month will be counted as one Job in that month. Jobs that span two months will be counted in the month when the Job completes execution. Always-On Jobs will be accounted for once in each month the Artifact ID was running.



Talend Cloud Data Fabric Platform Capacity Band	
Maximum Monthly Capacity Limit	Description of Capacity Band Limits
6,000 Executions	“Executions” are the total number of Job runs executed and concluded in a given month. Always-On Jobs are counted once in each month the Job was running.
15,000 minutes	“Duration” means the total number of Job duration minutes, measured from the time a Job starts until it stops. For batch Jobs, the duration is accounted for in the month the Job successfully ended. For Always-On Jobs, duration is measured from the start execution time in each month the Job has been running and calculated at 10% of the total minutes.
Any usage in excess of any one or more limits for Jobs, Executions or Duration will result in overage charges. Overage fees are charged monthly in arrears at 125% of the annual unit price for the Capacity Band and prorated monthly.	

*B. Talend Management Console.*

Talend Cloud Data Fabric Capacity Bundle requires Customer to use the included Talend Management Console (“TMC”) to execute any and all Jobs. If Customer executes jobs using any tool other than the TMC or otherwise interferes with Talend’s ability to access Customer’s usage data from the TMC, Customer shall be deemed in breach of the Agreement and Qlik may, in its sole discretion, audit Customer’s relevant systems, log files and records upon ten (10) days’ notice for the purpose of verifying Customer’s compliance with the Capacity Band limits. Customer shall not disable, tamper with or modify the TMC or any log file function within the product. Qlik reserves the right to suspend and/or terminate any or all subscriptions on this Order Form without prejudice to Qlik’s other rights and remedies under the Agreement.

*C. Bundle Inclusions*

Talend Cloud Data Fabric Capacity Bundle includes named users for Talend Studio, Talend Management Console, Talend Cloud Pipeline Designer, Talend Cloud API Designer and Tester, Talend Cloud Data Preparation and Talend Cloud Data Stewardship, and Talend Cloud Data Inventory, as reasonably needed for internal use by employees and personnel in connection with the Talend Cloud Data Fabric Platform subscription. Talend Cloud Data Fabric Capacity Bundle also includes [Engine Tokens](#).

## 16. Talend Cloud Data Preparation

Talend Cloud Data Preparation is a self-service application that enables information workers to cut hours out of their work day by simplifying and expediting the laborious and time-consuming process of preparing data for analysis or other data-driven tasks.

Talend Cloud Data Preparation runs on top of Talend Cloud and delivers enterprise-class capabilities together with connectivity to virtually any data source. It fosters collaboration between business people who know the data best and central organizations, like IT or Risk Management, that define the rules and policies for data accessibility and governance.

Talend Cloud Data Preparation includes the following capabilities:

- Import, export and combine data from any database, Excel or CSV file
- Self-service on-demand access to datasets
- Share data preparations and datasets
- Operationalize preparations into any data, big data or cloud integration flow
- Auto-discovery, standardization, auto-profiling, smart suggestions, and data visualization
- Data masking capabilities



- Cleansing and enrichment functions
- Preparations can be incorporated into Talend Jobs with Talend Studio

#### A. *Cloud Connectors*

Talend Cloud Data Preparation includes connectors to access the following data sources:

- Technologies: FTP, HDFS, ElasticSearch, REST.
- Cloud Storage and File Systems: Amazon S3, Azure Blob Storage, Azure Data Lake Storage Gen2, Google Cloud Storage.
- Streaming Message Queues: Amazon Kinesis, Apache Pulsar, Azure Event Hubs, Google PubSub, Kafka, RabbitMQ.
- Cloud DB: Amazon Aurora, Microsoft SQL Server.
- NoSQL: Amazon DynamoDB, Azure Cosmos DB, Couchbase, MongoDB.
- DB for Analytics: Amazon Redshift, Apache Kudu, Azure Synapse, SingleStore.
- Cloud Data Warehouse and Data Lakes: Delta Lake, Google BigQuery, Google Bigtable, Snowflake.
- RDBMS: MariaDB, MySQL, Oracle, PostgreSQL.
- SaaS / Business: Dynamics 365, Marketo, Google Analytics, NetSuite, Salesforce, Workday, Zendesk.

#### B. *Basic Dataset Inventory*

Talend Cloud Data Preparation includes basic dataset inventory, a cloud service of datasets used. As preparations are developed, they become available in a common inventory that can be shared with users across Data Inventory and Pipeline Designer cloud services, and in turn, Data Preparation users have access to datasets and preparations in those apps. Basic Dataset Inventory features include :

- Data sampling (head sample and random sample), semantic discovery, and auto-profiling
- Social curation with data sharing, ratings and endorsement
- Trust Score for assessment of data health based on quality, ratings and popularity
- Cross reference between datasets, preparations and pipelines
- Basic datasets search capabilities

#### C. *License Type(s)/Unit of Measure*

- Included with applicable Cloud Services: 2 Named Users
- Add-On: 10 Named Users

## 17. **Talend Cloud Data Stewardship**

Talend Cloud Data Stewardship is an Add-On Cloud Service you can use to manage data assets. It organizes the interactions on data whenever human intervention is required to collaborate on data curation, arbitration or validation.

It runs on top of Talend Cloud which delivers enterprise-class capabilities together with connectivity to any data source. Talend Cloud Data Stewardship includes the following capabilities:

- Define data models, data semantics and profile data accordingly.
- Define and apply rules (survivorship, mass updates)
- Merge and match data, resolve data errors, and arbitrate on data (classification and certification)
- Orchestrate and collaborate on activities in campaigns
- Define user roles, workflows and priorities, assign and delegate tasks, tag and comment
- Embed governance and stewardship activities in data integration flows and manage rejects
- Take matching decisions that cannot be processed automatically.
- Audit and track data error resolution actions.
- Monitor progress of campaigns.
- Undo/redo based on business needs.
- Data Quality rules helping detect anomalies in campaigns

#### A. *License Type(s)/Unit of Measure*

- Included with applicable Cloud Services: 2 Named Users



- Add-On: 5 Named Users

## 18. Talend Cloud Data Inventory

Talend Cloud Data Inventory is an Add-On Cloud Service that pinpoints data silos across data sources and breaks through with reusable and shareable data assets. Talend Cloud Data Inventory gives instant insight into the trustworthiness of any data and turns data quality and curation into a systematic, automated discipline.

- Search datasets thanks to smart search and 12 filters types.
- Access the dataset overview with automated capture and crowdsourcing of documentation, Trust score data visualization and data quality.
- Create custom attributes and tags to enrich and augment datasets with custom metadata and improve searchability.
- Generation of an OData-compliant API from a dataset

### A. Basic Dataset Inventory

Talend Cloud Data Inventory catalogs artifacts used in Talend Cloud Pipeline Designer and Talend Cloud Data Preparation and such artifacts become available in a common inventory that can be shared with users. Features include:

- Data sampling, semantic discovery, and auto-profiling
- Social curation with data sharing, ratings and endorsement
- Trust score for automatic assessment of data health based on quality, ratings and popularity
- Cross reference between datasets, preparations and pipelines
- Integration with Talend Data Preparation and Talend Pipeline Designer with a single user experience for data discovery to preparation.

### B. Cloud Connectors

Talend Cloud Data Inventory includes connectors for:

- Technologies: FTP, HDFS, ElasticSearch, REST.
- Cloud Storage and File Systems: Amazon S3, Azure Blob Storage, Azure Data Lake Storage Gen2, Google Cloud Storage.
- Streaming Message Queues: Amazon Kinesis, Apache Pulsar, Azure Event Hubs, Google PubSub, Kafka, RabbitMQ.
- Cloud DB: Amazon Aurora, Microsoft SQL Server.
- NoSQL: Amazon DynamoDB, Azure Cosmos DB, Couchbase, MongoDB.
- DB for Analytics: Amazon Redshift, Apache Kudu, Azure Synapse, SingleStore.
- Cloud Data Warehouse and Data Lakes: Delta Lake, Google BigQuery, Google Bigtable, Snowflake.
- RDBMS: MariaDB, MySQL, Oracle, PostgreSQL.
- SaaS / Business: Dynamics 365, Marketo, Google Analytics, NetSuite, Salesforce, Workday, Zendesk.

### C. License Type(s)/Unit of Measure

- Platform Service Fee + Base Users (select one): 5 Named Users, 10 Named Users, or 25 Named Users
- Additional Users: 25 Named Users

## 19. Talend Cloud Data Catalog

Talend Cloud Data Catalog is a Cloud Service that discovers, profiles, organizes and documents metadata, making it searchable. The metadata harvesting server is a Cloud Service Client that you download and install, which uses bridges to import from or export to metadata sources accessible by Talend Cloud Data Catalog from a network perspective.

Talend Cloud Data Catalog includes team-based data curation and data lineage tracking tools, and is available in three different "Editions" including the following features:

### a) Talend Cloud Data Catalog Standard Edition:

Talend Cloud Data Catalog Standard Edition includes the following capabilities:

- Faceted search, data sampling, semantic discovery, categorizing and auto-profiling



- Social curation with data tagging, comments, review, promotion, certification
- Data relationship discovery and certification
- Automatic discovery of the data lake and other data stores

- 1) Design and Productivity Tools
  - Metadata search & analysis
  - Business glossary
  - Metadata documentation & enrichment
- 2) Bridges
  - Crawling and harvesting from most supported data RDBMS
  - Harvesting from Talend Data Integration and Talend Data Preparation
  - Harvesting from Tableau, Qlik Sense, Salesforce.com
  - HiveQL Parsing
- 3) Management and Monitoring
  - Metadata documentation and end-to-end data lineage
  - Impact analysis and change alerts
  - Active/passive failover switching
  - Customizable UI and REST API

b) *Talend Cloud Data Catalog Advanced Edition*

Talend Cloud Data Catalog Advanced Edition includes Talend Cloud Data Catalog Standard Edition plus the following capabilities:

- 1) Bridges
  - Harvesting from most supported tools for data modeling, business intelligence, data integration
  - Harvesting from most DM/DI tools, Supported SQL, BI and MM tool
  - Spark with Python or Scala parsing
- 2) Management and Monitoring
  - Multi version and configuration control system
  - Approval workflows for business glossary authoring

c) *Talend Cloud Data Catalog Advanced Plus Edition*

Talend Cloud Data Catalog Advanced Plus Edition includes Talend Cloud Data Catalog Advanced Edition plus the following capabilities:

- 1) Design and Productivity Tools
  - Metadata exports (physical data models and data mappings)
  - Data modeling and forward engineering: physical data models and data mappings exports
  - Advanced business connectors from any supported BA tool e.g. SAP
- 2) Bridges
  - Harvesting from Business Applications SAP

d) *License Type(s)/Unit of Measure (applicable to all Editions)*

- Concurrent Admin/Producer User
- Concurrent Consumer User

## 20. Talend Cloud API Designer and Tester

Talend Cloud API Designer and Tester is an Add-On Cloud Service that includes the following features:

A. *Talend Cloud API Designer*

Talend Cloud API Designer provides functionality for designing APIs, running simulated APIs and generating API reference documentation (either standalone or grouped together in an API Portal).

- Visual API Designer
- Support for OAS, Swagger™ and RAML
- API contract import into Talend Studio
- Automatic API mocking
- Auto-generated, live API documentation
- API Portal

#### B. *Talend Cloud API Tester*

Talend Cloud API Tester provides functionality to test APIs, including support for generating test cases from API contracts, and enabling testing APIs by grouping tests together in a way that simulates real-world usage.

- Visual API Tester, integrated with API Designer and Studio
- API testing automation
- Support for testing API calls from API Designer, Live API documentation, API Portal and Talend Studio

#### C. *License Type(s)/Unit of Measure*

- Included with applicable Cloud Services: As many Named Users as Platform users
- Add-On: 5 Named Users

## 21. Talend Cloud Engine Tokens

Talend Cloud Engine Tokens are units of measure used to provision execution engines that run Talend Jobs, pipelines or Routes. Depending on the Cloud Service, a fixed set of Engine Tokens is provided and are used to provision Cloud Engines and/or Remote Engines.

#### A. *Cloud Engines*

Cloud Engines are fully managed components that are provisioned, deployed, and controlled by Talend. Cloud Engines do not share Jobs from multiple tenants; they are provisioned at execution time (per Job schedules), per tenant. Configuring a Cloud Engine consumes 45,000 Engine Tokens.

#### B. *Remote Engines*

Remote Engines are execution agents deployed and managed by customers on their own systems, within their own physical or virtual (cloud) networks. Configuring a Remote Engine consumes 9,000 Engine Tokens.

#### C. *License Type(s)/Unit of Measure*

- Add-On: 9,000 Engine Tokens
- Add-On: 45,000 Engine Tokens

## 22. Talend Cloud Platform Admin Users

See [License Types](#) section for definition.

## B. Software

Talend provides a suite of data integration and integrity software to install on-premises characterized as "Entry-Level," "Platform," or "Add-On" Software. Your Subscription Service includes one or more of the following:

#### Entry-level Software

- Talend Data Integration
- Talend Big Data (includes Talend Data Integration)
- Talend ESB



## Platform Software

- Talend Data Management Platform (includes Talend Data Integration)
- Talend Big Data Platform (includes Talend Data Management Platform)
- Talend Data Services Platform (includes Talend Data Management Platform)
- Talend Real-time Big Data Platform (includes Talend Big Data Platform and Talend Data Services Platform)
- Talend Data Fabric (includes Talend Real-time Big Data Platform and Talend Cloud Real-time Big Data Platform)

## Software Add-Ons

- Talend Cloud Flex Add-on
- Talend ESB Runtime
- Talend Data Services Runtime
- Talend Data Preparation
- Talend Data Stewardship
- Talend Platform Admin Users
- Talend Data Catalog

## 1. Talend Data Integration

Talend Data Integration is a software for integrating data from databases, flat files, on-premise or cloud-based applications. With Talend Data Integration users build projects (Jobs) where data is extracted from a data source, transformed and loaded (ETL) into an other data source; or a Job where data is extracted and loaded into a data source, then transformed (ELT) in the data source.

Talend Data Integration includes the following features:

### A. Design and Productivity Tools (Studio)

Talend Studio is a software that you download and install to visually create and test Jobs. Studio features include:

- File management: open, move, compress, decompress without scripting
- Control and orchestrate data flows and data integrations with master Jobs
- Map, aggregate, sort, enrich and merge data
- Team collaboration with shared repository
- Continuous integration
- Audit, Job compare, impact analysis, testing, debugging and tuning
- Metadata bridge for metadata import/export and centralized metadata management
- Distant run and parallelization
- Dynamic schema, re-usable Joblets and reference projects
- Wizards and interactive data viewer
- Versioning
- Export and execute standalone Jobs in runtime environments
- Change data capture (CDC)
- Automatic documentation
- Controlled patch management

### B. Studio Connectors

Talend Studio includes the following connectors for Job creation:

- RDBMS: Access, DB Generic, DB2, Firebird, HSQLDb, IBM DB2 and IBM DB2 Z/OS, Informix, Ingres, Interbase, JavaDB, MaxDB, Microsoft SQL Server, MySQL, Oracle, ParAccel, PostgresPlus, PostgreSQL, SQLite, Sybase, SybaseIQ, VectorWise.
- Streaming Message Queues: ActiveMQ, Amazon Simple Queue Service (Amazon SQS), Azure Storage Queue, Google PubSub, JBoss Messaging, JMS, Kafka, Kinesis, Microsoft MQ, Microsoft MQ, MQTT, RabbitMQ, WebSphere MQ
- Cloud DB: Amazon Aurora, Amazon MySQL, Amazon Oracle, Amazon RDS for Microsoft SQL Server, Amazon RDS for Oracle, Amazon Redshift, Microsoft Azure Synapse Analytics.
- Cloud Storage: Amazon S3, Azure Storage Blob, Microsoft Azure Blob Storage.



- Technologies: Apache log, ARFF, Avro, Change Data Capture, Delimited, FTP, SFTP, FTPS, HTTP, Java custom code, JDBC, JSON, LDAP, LDIF, Mail, MS Delimited, MS Positional, NamedPipe, ORC, Parquet, POP, Positional, Proxy, Regex, REST, RSS, SCDF, SCP, SOAP, Socket, SVNLog, Webservice, XML.
- SaaS / Business: AS/400, Bonita, Excel, JIRA, Marketo, Microsoft AX, Microsoft CRM, NetSuite, Palo, Red Hat BRMS, Salesforce, SAP Business Suite (ERP), SAP Business Warehouse (BW), ServiceNow, Splunk, VtigerCRM, Workday, Zendesk.
- Big Data: Azure Data Lake Store, Databricks, Delta Lake, Google Dataproc, HBase, HCatalog, HDFS, Hive, Impala, MapRDB, MapRStreams, Sqoop.
- DB for Analytics: Azure Synapse Analytics, Exasol, Google BigQuery, Greenplum, Kudu, Netezza, SAP HANA 4, SingleStore, Snowflake, Teradata, Vertica.
- NoSQL: Azure Storage Table, Cassandra, CosmosDB, CouchBase, CouchDB, DynamoDB, Elasticsearch, eXist-db, MarkLogic, MongoDB, Neo4j.
- Cloud content management: Box, Dropbox, Google Drive.
- Security: CyberArk, GPG, Kerberos, Keystore.

#### C. *Management and Monitoring for Jobs*

Talend Data Integration includes Talend Administration Center, a software to manage Talend applications and components as well as the administrative features and configurations that surround them. Talend Administration Center includes the following capabilities:

- Ability to manage or view users, permissions, projects, execution engines
- Real-Time statistics to track down rejected records or where executions have failed
- Design and schedule plans to chain or parallelize tasks including error recovery
- Time and event-based scheduler for tasks and plans
- Job execution logs are collected and can be viewed
- Audit logs are stored in files for reference and compliance
- Automation is limited but possible through the use of MetaServlet API (command-line based scripting)

#### D. *License Type(s)/Unit of Measure*

- Your Subscription to Talend Data Integration is provided subject to the following License Types:
  - Named User
  - Concurrent User

## 2. **Talend Big Data**

Talend Big Data is a service which adds a set of components compatible with the Apache Spark runtime that enables users to parallelize integration of large datasets at scale. Talend Big Data includes [Talend Data Integration](#) and adds the following features:

#### A. *Design and Productivity Tools*

Talend Big Data adds the following capabilities:

- Generates native Spark batch code
- Spark Job designer
- Graphical design environment
- Spark Universal support including Kubernetes deployment mode
- Dynamic distribution support for Cloudera technologies
- ETL and ELT support
- Dynamic schema in Spark components
- Hadoop Job scheduler with YARN
- Hadoop security for Knox and Kerberos
- Ingestion, loading and unloading data into a data lake

#### B. *Studio Components*

Talend Big Data adds Hadoop components for: HDFS, HBase, Hive, Sqoop, Impala, Kudu



### C. Connectors

Talend Big Data includes connectors for:

- Serverless platforms: Databricks, Delta Lake, Azure Synapse Spark pools
- Spark on YARN platforms: AWS EMR, Azure HDInsight, Cloudera CDP Public Cloud and Private Cloud Base, Google Dataproc
- Connectors with NoSQL systems including: Cassandra, Couchbase, DynamoDB, MongoDB, Neo4j, and more

### D. License Type(s)/Unit of Measure and Available Add-Ons

- Your Subscription to Talend Big Data is provided subject to the following License Types:
  - Named User
  - Concurrent User

## 3. Talend ESB

Talend ESB solution provides a versatile and flexible, enterprise service bus (ESB) that allows organizations to address any integration challenge.

### A. Design and Productivity Tools

Talend ESB includes the following capabilities:

- Drag-and-drop Routes and SOAP/REST service creation and simulation
- WS-policy-based web services security
- Deliver and route messages and events based on Enterprise Integration Patterns (EIPs)
- Reliable messaging backbone based on ActiveMQ
- Service locator and registry
- Command line and scripting tools
- XML Key Management Specification (XKMS)
- Build and deploy as an OSGi feature
- Graphical design environment
- Team collaboration with shared repository
- Continuous integration
- Audit, Job compare, impact analysis, testing, debugging and tuning
- Metadata bridge for metadata import/export and centralized metadata management
- Distant run and parallelization
- Dynamic schema, re-usable Joblets and reference projects
- Wizards and interactive data viewer
- Versioning
- Export and execute standalone Jobs in runtime environments
- Change data capture (CDC)
- Automatic documentation

### B. Studio Components

Talend ESB includes the following capabilities:

- Standard support: REST, SwaggerTM, SOAP, WSDL, OpenID Connect, SAML, and more
- Transports/protocols support: HTTP, JMS, MQTT, AMQP, UDP, Apache Kafka, WebSphere MQ and more
- Enterprise Integration Patterns for service mediation, routing and messaging

### C. Connectors

Talend ESB includes the following connectors:

- Cloud: Amazon Web Services (AWS), Microsoft Azure, Google Cloud Platform, and more



- Cloud Data Warehouse and Data Lakes: Snowflake, Amazon Redshift, Azure Data Lake Storage Gen2, Azure Synapse Analytics, Databricks Delta Lake, Google BigQuery
- RDBMS: Oracle, Teradata, Microsoft SQL Server, and more
- SaaS: Salesforce, NetSuite, Marketo, Workday, and more
- Packaged Apps: SAP, Microsoft Dynamics, and more
- Technologies: Dropbox, Box, SMTP, FTP/SFTP, LDAP, and more

*D. Services Management and Monitoring*

Talend ESB adds the following capabilities:

- System monitoring: JMX / Jolokia
- Services and Routes runtime engine (Talend Runtime on-premise, Remote Engine cloud)
- Access into live statistics of message flow activity
- Interface to deploy data services and Routes
- Identity management and authorization
- Deployment manager and team collaboration
- Manage users, groups, roles, projects, and licenses (Talend Administration Center on-premise, Talend Management Console cloud)
- Manage execution engines
- Context management (dev, QA, prod)
- Log collection and display

*E. License Type(s)/Unit of Measure and Available Add-Ons*

- Your Subscription to Talend ESB is provided subject to the following License Types:
  - Named User
  - Concurrent User
  - Per Core Limitation
  - Production Runtime
  - Non-Production Runtime
- At least one Runtime is mandatory to run Talend ESB

## **4. Talend Data Management Platform**

Talend Data Management Platform includes [Talend Data Integration](#) and adds the following features:

*A. Design and Productivity Tools (Studio)*

Talend Data Management Platform adds the following Talend Studio features:

- Continuous delivery
- Visual mapping for hierarchical formats (XML, JSON, SAP IDocs, EDI...)
- Repository Manager

*B. Data Quality*

Talend Data Management Platform includes data quality features to profile, cleanse and mask data, supporting machine learning-enabled de-duplication, validation, and standardization methods. Data quality features include:

- Data profiling and analytics with graphical charts and drilldown data
- Data privacy with masking and encryption
- Automated data standardization, cleansing and rules enforcement
- Data quality data mart containing the analyses and reports executed in Talend Studio
- Semantic discovery with automatic detection of patterns
- Comprehensive survivorship
- Data sampling



- Enrichment, harmonization, fuzzy matching and de-duplication
- Pattern library
- Advanced Data Profiling:
  - Fraud pattern detection using Benford Law
  - Advanced statistics with indicator thresholds
  - Column set analysis
  - Advanced matching analysis
  - Time column correlation analysis

C. *Management and Monitoring*

Talend Data Management Platform adds the following management and monitoring features:

- High availability, load balancing, failover for tasks and plans executions
- Engine clusters for Jobs
- Single Sign-On (SSO) integration with several SSO providers

D. *License Type(s)/Unit of Measure and Available Add-Ons*

- Your Subscription to Talend Data Management Platform is provided subject to the following License Types:
  - Named User
  - Concurrent User
- Add-Ons that may be purchased in addition to a Subscription for Talend Data Management Platform:
  - Admin User
  - Talend Data Preparation
  - Talend Data Stewardship

E. *Talend Data Preparation and Talend Data Stewardship*

Talend Data Management Platform includes 2 Named Users for each of [Talend Data Preparation](#) and [Talend Data Stewardship](#), and additional Add-On Named Users may be purchased.

## 5. Talend Big Data Platform

Talend Big Data Platform adds data quality Jobs to a set of components compatible with the Apache Spark runtime that enables users to parallelize integration of large datasets at scale that includes [Talend Big Data](#) and [Talend Data Management Platform](#) and adds the following features:

A. *Studio Connectors*

Talend Big Data Platform adds the following connectors:

- Spark MLlib (classification, clustering, recommendation, regression)

B. *Big Data Quality*

Talend Big Data Platform supports running data quality Jobs on big data clusters including:

- Data cleansing, profiling, masking, parsing and matching on Spark and Hadoop
- Machine learning for data matching and deduplication
- HDFS file profiling

C. *License Type(s)/Unit of Measure and Available Add-Ons*

- Your Subscription to Talend Big Data Platform is provided subject to the following License Types:
  - Named User
  - Concurrent User
- Add-Ons that may be purchased in addition to a Subscription for Talend Big Data Platform:



- Talend Data Preparation
- Talend Data Stewardship

D. *Talend Data Preparation and Talend Data Stewardship*

Talend Big Data Platform includes 2 Named Users for each of [Talend Data Preparation](#) and [Talend Data Stewardship](#), and additional Add-On Named Users may be purchased.

## 6. Talend Data Services Platform

Talend Data Services Platform includes [Talend Data Management Platform](#) and adds application integration capabilities described hereafter.

A. *Design and Productivity Tools*

Talend Data Services Platform adds the following capabilities:

- Drag-and-drop Routes and SOAP/REST service creation and simulation
- WS-policy-based web services security
- Deliver and route messages and events based on Enterprise Integration Patterns (EIPs)
- Reliable messaging backbone based on ActiveMQ
- Service locator and registry
- Command line and scripting tools
- XML Key Management Specification (XKMS)
- Build and deploy as an OSGi feature
- Build a microservice

B. *Studio Components*

Talend Data Services Platform adds the following components:

- Standard support: REST, SwaggerTM, SOAP, WSDL, OpenID Connect, SAML, and more
- Transports/protocols support: HTTP, JMS, MQTT, AMQP, UDP, Apache Kafka, WebSphere MQ and more
- Enterprise Integration Patterns for service mediation, routing and messaging

C. *Services Management and Monitoring*

Talend Data Services Platform adds the following capabilities:

- System monitoring: JMX / Jolokia
- Services and Routes runtime engine (Talend Runtime on-premises, Remote Engine cloud)
- Containerized service generation
- Access into live statistics of message flow activity
- Interface to deploy data services and Routes
- Identity management and authorization

D. *License Type(s)/Unit of Measure and Available Add-Ons*

- Your Subscription to Talend Data Services Platform is provided subject to the following License Types:
  - Named User
  - Concurrent User
  - Per Core Limitation
  - Production Runtime
  - Non-Production Runtime
- At least one Runtime is mandatory to run Talend Data Services Platform
- Add-Ons that may be purchased in addition to a Subscription for Talend Data Services Platform:
  - Talend Data Preparation
  - Talend Data Stewardship

E. *Talend Data Preparation and Talend Data Stewardship*

Talend Data Services Platform includes 2 Named Users for each of [Talend Data Preparation](#) and [Talend Data Stewardship](#), and additional Add-On Named Users may be purchased.

## 7. Talend Real-Time Big Data Platform

Talend Real-time Big Data Platform includes [Talend Big Data Platform](#) and [Talend Data Services Platform](#) and adds additional capabilities to ingest and process data including the following:

- Generates native Spark Streaming code
- High-Speed messaging components (Kafka, Google PubSub, Kinesis)

A. *Design and Productivity Tools*

Talend Real-time Big Data Platform adds the capability to generate and run native Spark Streaming code.

B. *Studio Connectors*

Talend Real-time Big Data Platform adds the capability to connect to Kafka, Kinesis, Google PubSub

C. *License Type(s)/Unit of Measure and Available Add-Ons*

- Your Subscription to Talend Real-time Big Data Platform is provided subject to the following License Types:
  - Named User
  - Concurrent User
  - Per Core Limitation
  - Production Runtime
  - Non-Production Runtime
- Add-Ons that may be purchased in addition to a Subscription for Talend Real-time Big Data Platform:
  - Talend Data Preparation
  - Talend Data Stewardship

D. *Talend Data Preparation and Talend Data Stewardship*

Talend Real-time Big Data Platform includes 2 Named Users for each of [Talend Data Preparation](#) and [Talend Data Stewardship](#), and additional Add-On Named Users may be purchased.

## 8. Talend Data Fabric

Talend Data Fabric includes [Talend Real-time Big Data Platform](#) and [Talend Master Data Management Platform](#).

Talend Data Fabric also includes the [Talend Cloud Data Fabric](#) Cloud Service.

## 9. Talend Data Preparation

Talend Data Preparation is a self-service application that enables information workers to cut hours out of their work day by simplifying and expediting the laborious and time-consuming process of preparing data for analysis or other data-driven tasks.

Talend Data Preparation delivers enterprise-class capabilities together with connectivity to virtually any data source. It fosters collaboration between business people who know the data best and central organizations, like IT or Risk Management, that define the rules and policies for data accessibility and governance.

Talend Data Preparation includes the following capabilities:

- Self-service on-demand access to datasets
- Share data preparations and datasets
- Operationalize preparations into any data or big data flow
- Auto-discovery, standardization, auto-profiling, smart suggestions, and data visualization
- Data masking capabilities



- Cleansing and enrichment functions
- Preparations can be incorporated into Talend Jobs with Talend Studio
- Different formats are supported to use as source for your datasets, and as output when exporting the result of your preparations. See the list here – <https://help.talend.com/r/en-US/8.0/data-preparation-user-guide/file-formats-supported-by-talend-data-preparation>

a) *License Type(s)/Unit of Measure*

- Included with applicable Software: 2 Named Users
- Add-On: 10 Named Users

## 10. Talend Data Stewardship

Talend Data Stewardship is Add-On Software you can use to manage data assets. It organizes the interactions on data whenever human intervention is required to collaborate on data curation, arbitration or validation.

Talend Cloud Data Stewardship includes the following capabilities:

- Define data models, data semantics and profile data accordingly.
- Define and apply rules (survivorship, mass updates)
- Merge and match data, resolve data errors, and arbitrate on data (classification and certification)
- Orchestrate and collaborate on activities in campaigns
- Define user roles, workflows and priorities, assign and delegate tasks, tag and comment
- Embed governance and stewardship activities in data integration flows and manage rejects
- Take matching decisions that cannot be processed automatically.
- Audit and track data error resolution actions.
- Monitor progress of campaigns.
- Undo/redo based on business needs.

A. *License Type(s)/Unit of Measure*

- Included with applicable Software: 2 Named Users
- Add-On: 5 Named Users

## 11. Talend Data Catalog

Talend Data Catalog is a Software that discovers, profiles, organizes and documents metadata, making it searchable. Talend Data Catalog includes team-based data curation and data lineage tracking tools, and is available in three different "Editions" including the following features:

a) *Talend Data Catalog Standard Edition:*

Talend Data Catalog Standard Edition includes the following capabilities:

- Faceted search, data sampling, semantic discovery, categorizing and auto-profiling
  - Social curation with data tagging, comments, review, promotion, certification
  - Data relationship discovery and certification
  - Automatic discovery of the data lake and other data stores
- 1) Design and Productivity Tools
    - Metadata search & analysis
    - Business glossary
    - Metadata documentation & enrichment
  - 2) Bridges
    - Crawling and harvesting from most supported data RDBMS
    - Harvesting from Talend Data Integration and Talend Data Preparation
    - Harvesting from Tableau, Qlik Sense, Salesforce.com
    - HiveQL Parsing





- 3) Management and Monitoring
  - Metadata documentation and end-to-end data lineage
  - Impact analysis and change alerts
  - Active/passive failover switching
  - Customizable UI and REST API

b) *Talend Data Catalog Advanced Edition*

Talend Data Catalog Advanced Edition includes Talend Data Catalog Standard Edition plus the following capabilities:

- 1) Bridges
  - Harvesting from most supported tools for data modeling, business intelligence, data integration
  - Harvesting from most DM/DI tools, Supported SQL, BI and MM tool
  - Spark with Python or Scala parsing
- 2) Management and Monitoring
  - Multi version and configuration control system
  - Approval workflows for business glossary authoring

e) *Talend Data Catalog Advanced Plus Edition*

Talend Data Catalog Advanced Plus Edition includes Talend Data Catalog Advanced Edition plus the following capabilities:

- 1) Design and Productivity Tools
  - Metadata exports (physical data models and data mappings)
  - Data modeling and forward engineering: physical data models and data mappings exports
  - Advanced business connectors from any supported BA tool e.g. SAP
- 2) Bridges
  - Harvesting from Business Applications SAP

d) *License Type(s)/Unit of Measure (applicable to all Editions)*

- Concurrent Admin/Producer User
- Concurrent Consumer User

e) *Type of Servers*

- Non-Production Server
- Production Server

f) *Transfer of Licenses*

If you set up a new application server, the previous application server should not be accessed and must be deleted before installing Talend Data Catalog.

## 12. Talend Change Data Capture

Talend Change Data Capture is a software designed to extract data in real-time, from on-premises data sources to on-premises or cloud data targets. With Talend Change Data Capture, users can build projects where relational databases are replicated using a log-based Change Data Capture (so-called CDC in this section) approach, within a non-intrusive and real-time platform. It offers some transformation and auditing capabilities on-the-fly. The data sources are never touched nor modified, and data is extracted only once from the database logs, to save time and resources.

A. *Design and productivity tools*

Talend Change Data Capture delivers the following capabilities:

- Standalone application platform, the Talend Change Data Capture Manager, which can be used with a single setup in different environments;



- Dedicated source data extraction engines for IBM iSeries (AS/400) DB2 source, Oracle databases, MS SQL Server databases (on-premise, MS Azure DB and Managed Instance), MySQL/MariaDB databases, PostgreSQL databases, Progress OpenEdge databases;
- Dedicated targets data replication engines for Snowflake, Netezza, Oracle databases, MS SQL Server (including Azure and cloud-based SQL Server managed services), MySQL/MariaDB databases, PostgreSQL databases, ODBC compatible databases, event-based data streaming platform like Kafka, Amazon Kinesis, or Azure Event Hubs;
- Data real-time replication including map, aggregate, sort, enrich and merge data;
- Database management systems auditing, based on an internal logging set of features;
- Wizards and interactive transformation tools, using a low-code / full-code editor, based on Visual Basic coding language;
- Supervision and monitoring of running CDC Jobs, including latest log content; and
- Automatic data validation and repair.

*B. Interoperability within other Talend's products*

Talend Change Data Capture is not yet designed to support or rely on other products in Talend's portfolio. There is no current activity to develop new or improve existing generic Talend components or services that rely on Talend Change Data Capture features. Some use cases may propose to use Talend Studio connectors within Talend Change Data Capture scenarios, like exporting to Kafka using Talend Change Data Capture and catching events using Studio.

*C. Talend Change Data Capture engines*

Talend Change Data Capture includes the following data engines:

- Both source and target engines:
  - DB2 on IBM iSeries (AS/400) or LUW (target only)
  - Oracle
  - Microsoft SQL Server
  - MySQL/MariaDB
  - PostgreSQL
  - Progress OpenEdge
- Target-only engines:
  - Snowflake
  - Netezza
  - Azure Event Hubs
  - NuoDB
  - Flat-file XML
  - ODBC-ready engines
  - Kafka/Amazon Kinesis event-based streaming platform

*D. Services Management and Monitoring*

Talend Change Data Capture offers several additional tools and configurations to ease its use and collaboration between users:

- Environment: Talend Change Data Capture groups together the parameters for a project, a given use of the solution, or any other division suitable for your needs. The environment integrates concepts such as Training, Test, Production, etc., that assist management and deployment in teams of different sizes;
- Active or passive supervision;
- Manage users and roles to secure access and management of Talend Change Data Capture (including 3 security levels); and
- Automatic recoveries to resynchronize data transfer and guarantee data integrity.

*E. License Type(s)/Unit of Measure and Available Add-Ons*

Your subscription to Talend Change Data Capture is provided subject to the number and type of sources you want to use, in addition to extra server instances helping to enlarge the pool of Talend Change Data Capture agent instances by source type:

- At least one product key is needed to run Talend Change Data Capture on IBM iSeries (AS/400 DB2 source type); and
- Two product keys (one allowing the source type and the other one related to the number of allowed instances) are needed for other types of sources.

- Specific licenses and product codes have been introduced to support High Availability (“HA”) environments. Each “HA” product code enables end-users to receive one (1) license key, only dedicated to the HA cluster (for instance, SQL Server with AlwaysOn option).
- For each and every purchased license key for production environment, a free license key is delivered with reduced permissions setup. This second key (or combined key if not operated on AS/400 machine) can only be used on non-production environment such as DEV, PRE-PROD or TESTING setup. Customers can ask for support on these licenses but lower priority will be applied to those requests.

These subscriptions are subject to following License Type: “Per Source limitation”.

### 13. Talend Cloud Flex Add-on

Talend Cloud Flex Add-on includes 5 Named Users of [Talend Real-time Big Data Platform](#).

Talend Cloud Flex Add-on is available as an Add-On to [Talend Cloud Data Fabric](#).

- Your Subscription to Talend Cloud Data Fabric is provided subject to the following License Types:
  - Concurrent User
  - Interactive User
  - Per Core Limitation
  - Production Runtime
  - Non-Production Runtime

### 14. Talend Platform Admin users

See [License Types](#) section for definition.

### 15. License Inventory

Once per year during a Subscription Term, and for twelve (12) months after its expiration or termination, Customer and Talend will work together to inventory Customer’s license usage through the process available at: <https://help.talend.com/r/en-US/8.0/conduct-license-audit/tac-license-audit>.

If an audit reveals that Customer has used the Software in excess of the Agreement, Customer will promptly pay to Talend an amount equal to the difference between the fees actually paid and the fees that would have been paid by Customer had Customer purchased the number of licenses it is shown to have been using.

## C. Support Policy for Talend Software and Cloud Services

### 1. Definitions

As used herein, the following capitalized terms shall have the meanings set forth below:

- **Cloud Service Client.** A software client that must be downloaded and installed to use a certain Cloud Service.
- **Major Release.** Major Releases are vehicles for delivering features that are not possible to deliver with Monthly Releases.
- **Monthly Release.** Monthly Releases are vehicles for delivering major and minor feature development and enhancements to existing features. Monthly Releases incorporate defect corrections made in prior patches for the current Major Release. Monthly Releases are issued at Talend’s discretion.
- **Patch.** With respect to Talend Software or Cloud Service Client, Patches represent a single cumulative package to fix one or more bugs as part of Talend’s continuous maintenance development process.
- **Supported Environment.** 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.
- **Generally Available (“GA”) Software or Cloud Service Client.** GA Software or Cloud Service Client is available for sale and fully supported in the recommended environments from the date upon which a product is released until the date it becomes Retired

Software. Talend recommends that customers begin all new projects with GA Software and migrate existing applications to GA Software as soon as possible.

- **Retired Software or Cloud Service Client.** Retired Software or Cloud Service Client is not available for general sale. Talend does not provide product enhancements for Retired Software or monthly release and only fixes through monthly Patches, for up to 18 months. Talend recommends that Customers do not continue to develop new applications based on Retired Software. No new product key will be delivered except for existing customers for which the duration of the key shall not exceed the end of life.
- **End of Life (“EOL”) Software or Cloud Service Client.** End of Life Software is not available for sale or support by Talend and does not receive Monthly Releases or Patches. Talend does not guarantee the correction for Third Party software on EOL Software. At Talend’s discretion, Talend Customer Service may provide support assistance for EOL Software or Cloud Service Client at an agreed upon fee.
- **Product Support Lifecycle.** With respect to Talend Software or Cloud Service Client, when a new Major Release becomes generally available, the previous release will be retired 18 months after this date. When a Monthly Release becomes generally available, the previous release, within a given major release, is Retired 12 months after this date.
- **Support Services.** Technical end-user support for the Software as described in this Policy. Support Services do not include services performed onsite at any Customer facility, consulting or education services, Maintenance Services, or any services not expressly stated in this Policy.

## 2. Binary Compatibility

With respect to Software or Cloud Service Client, Talend strives to preserve binary compatibility of the Software and Cloud Service Client. Notwithstanding the foregoing, Talend reserves the right to change compatibility between Monthly Releases upon prior notice to Customer via publication on the Talend website, and/or the Talend Customer Portal. Talend will document such changes in release notes. Talend reserves the right to drop support, through a Monthly Release or Patch, for third party versions not supported by their publisher.

## 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.

## 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 Software and/or Cloud Service, as applicable:

- Facilities for defect tracking, escalation of problems for priority attention, and access to community-supported FAQs and forums relating to the Software and/or Cloud Service.
- Assistance with troubleshooting to diagnose and fix errors in the Software and/or Cloud Service.
- Access to the applicable Documentation for the Software and/or Cloud Service.

The availability of Support provided in any language other than English is provided at Talend’s sole discretion and is not guaranteed by Talend and will depend on the location of Talend’s technical support personnel providing such support.

## 5. Exclusions from Support Services

Support Services do not include: (a) support for incidents involving Software and/or Cloud Service in evaluation or trial environments; (b) incidents involving End of Life Talend Software or Retired Software beyond the applicable support period; (c) incidents involving Unsupported Code; (d) incidents involving altered or modified Software, release candidate or milestone releases; (e) Software not installed in a Supported Environment in accordance with the applicable Documentation; (f) incidents involving the use of Software and/or Cloud Service inconsistent with applicable Documentation; (g) any issue or problem that Talend determines is not due to any Error or deficiency in the Software (including without limitation, issues or problems caused by stand-alone third party software products or services used in conjunction with the Software, the Internet or other communications, Customer network or browser matters, or login issues); (h) any Errors or problems with the applicable Software that are not reproducible; (i) use of the Software with third party operating systems, databases, data sources, network software and client applications that are no longer supported by the related



product vendors; or (j) 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”. Without limiting any of the foregoing, Talend has no obligation to provide support for any third-party software, data, or other materials distributed or bundled with a Software.

## 6. Customer Responsibilities

Customer shall provide reasonable cooperation and full information to Talend in order to receive the Support Services. Talend’s support obligations shall be excused to the extent Customer fails to cooperate in this regard.

Unless otherwise agreed in writing by Talend, Customer shall be responsible for the installation of all Patches. Customer is expected to use a non-production environment for development and to conduct sufficient testing before making any updates to production.

If Customer is running the Software on a virtual environment, Customer and the virtual environment vendor will be responsible for any interactions or issues that arise at the hardware or operating system layer as a result of the use of a virtual environment. Talend reserves the right to request Customers to diagnose certain issues in a native designated operating system environment, operating without the virtual environment, as needed to determine whether the virtual environment is a contributing factor to the issue.

Customer shall take reasonable measures to anonymize any business sensitive and/or personal information before providing the data to Talend Support, as stated in “[Talend Product Privacy Notice](#)” section 7.B “Talend 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 Contacts	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 Timetable 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 Software or Cloud Service Client release based on issue severity and priority. Talend will assist Customers in issue analysis to determine whether or not the technical issue is related to the third-party hardware or software. In order to isolate the issue, Talend reserves the right to request that the third-party hardware or software be removed. If a defect is identified in GA 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.

A problem is considered to be resolved upon the earlier to occur of the following: (i) Talend and Customer mutually agree in writing that the issue or problem is resolved; (ii) Talend has provided Customer with a Patch; (iii) a technical workaround solution is provided and is reasonable in Talend’s discretion; (iv) Customer requests that Talend close the Support Case; or (v) the Support Case has been left open by the Customer for ten (10) consecutive business days, during which period Talend has not received a response from any of Customer’s Support Contacts.

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.

<b>Problem Severity:</b>	<b>Summary:</b>	<b>Description:</b>
<b>1-Blocker (S1):</b>	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.
<b>2-Critical (S2):</b>	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.
<b>3-Major (S3):</b>	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.
<b>4-Minor (S4):</b>	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:

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

\* Included in Talend Stitch Standard Plan

\*\* Included in 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:

<b>Region:</b>	<b>Support Availability:</b>
<b>US and Canada</b>	6:00 am to 5:00 pm Pacific Standard Time (or Daylight Time, as applicable)
<b>Europe, Middle East, and Africa</b>	9:00 am to 6:00 pm Central European Time



<b>Singapore</b>	9:00 am to 5:00 pm Singapore Standard Time
<b>Japan</b>	9:00 am to 5:00 pm Japan Standard Time
<b>Australia</b>	9:00 am to 5:00 pm Australian Eastern Time
<b>New Zealand</b>	9:00 am to 5:00 pm New Zealand Standard Time

## 12. Changes to policy

Subject to the terms of the Agreement, Talend reserves the right, at its discretion, to change the Policy at any time based on prevailing market practices and the evolution of Talend’s products and services.

## D. Education Services

Talend Education Services below are only available to customers with existing subscriptions. Education offerings for new customers can be found in the Education Services Product Descriptions at [www.qlik.com/product-terms](http://www.qlik.com/product-terms). If applicable, Education Services below are provided pursuant to this Service Description Guide and any existing agreement between Talend and the Customer which governs the provision of Education Services (previously defined as Learning Services in the Talend General Terms), or if none, the Consulting and Education Services Terms at [www.qlik.com/legal-agreements](http://www.qlik.com/legal-agreements) (“Services Agreement”). In the event of any conflict between the Services Agreement and this Service Description Guide, this Service Description Guide will prevail.

### 1. Talend Academy

Talend will provide access for the Subscription Term to Talend Academy, which includes an extensive library of online training modules available through Talend’s online training portal: <https://academy.talend.com>. For instructor led training, see the [Pre-packaged Services and Training](#) section below.

#### A. Per Seat Subscription

Access to Talend Academy will be based on the number of seats of Talend Academy purchased.

#### B. All Users Subscription

Access to Talend Academy will be based on Licensed User(s) as defined in Section III.

#### C. Enhanced Talend Academy Subscription Service

The Enhanced Talend Academy Subscription service consists of the following:

In conjunction with an active Talend Academy or Talend Success Subscription, Customer will be provided with a maximum number of “Private Instructor-Led Training Days” quarterly as set forth in the Order Form. Private Instructor-Led Training Days include course delivery from an experienced Talend Instructor as well as access to training materials and hands-on virtual lab environments. Available courses are defined in the course catalog: <https://www.talend.com/academy/catalog/>.

A training day is defined to be one calendar day of a course being delivered for up to eight (8) hours of instruction. Training must be conducted between 8:00 AM to 6:00 PM in the local time zone, Monday through Friday, excluding holidays. Course attendance is restricted to ten (10) attendees, unless otherwise agreed in writing with Talend.

Courses may be held online in a virtual environment or in-person onsite. Customer shall reimburse Talend for all reasonable travel, accommodations, and out-of-pocket expenses (“Expenses”) incurred in connection with any in-person onsite Private Instructor-Led Training Days.

Customer must provide Talend their desired training schedule a minimum of 15 business days in advance of the desired delivery date.

Customer must provide Talend with written notification a minimum of 10 business days prior to the scheduled delivery date to cancel or reschedule an in-person course, and a minimum of 5 business days prior to the scheduled delivery date to cancel or reschedule an online course.

Talend reserves the right to reschedule an online course up to 5 working days prior to the commencement date of the applicable course and an in-person course up to 10 working days prior to the commencement date of the applicable course.



Any unused “Private Instructor-Led Training Days” shall expire at the end of each quarter and shall not roll over to subsequent quarters within the Subscription Term. Additional “Private Instructor-Led Training Days” will be subject to a separate written agreement.

## E. Consulting Services

All Talend Consulting offerings below are only available to customers with existing services subscriptions. Consulting offerings for new customers can be found in the Consulting Services Product Descriptions at [www.qlik.com/product-terms](http://www.qlik.com/product-terms).

### 1. Talend Success Services

A. Talend Success consists of the following:

A. *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.

B. *“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.

C. *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.

D. *Mission Critical Support*

Talend will provide Mission Critical Support in accordance with the [Talend Support Policy](#) 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. excluding Talend Data Catalog Concurrent Users.





## B. Talend 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	Global CSM (Email)	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

All Talend Licensed User(s) is as defined in Section III.

## 2. Configuration Services Subscriptions

Configuration Services are provided pursuant to this Service Description Guide and any existing agreement between Talend and the Customer which governs the provision of Consulting and Education Services, or if none, the Consulting and Education Services Terms at [www.qlik.com/legal-agreements](http://www.qlik.com/legal-agreements) (“Services Agreement”). In the event of any conflict between the Services Agreement and this Service Description Guide, this Service Description Guide will prevail.

### A. Staffing, Scheduling and Work location

Unless specifically defined below, the following terms related to Staffing, Scheduling and Work Location will apply. Talend will assign a Talend Consultant (“Consultant”) to provide the Configuration Services. The Consultant will complete the Configuration 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 Configuration Services. The parties will mutually agree to the schedule for the performance of the Configuration Services. Talend may assign or re-assign the Consultant upon written notice to Customer. Consultants performing Services Subscriptions 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.

### B. 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 Services Subscriptions.

## 3. Subscription Packages

### A. Strategic Architect Subscription Service

The Talend Strategic Architect Subscription Service (“Talend Strategic Architect Subscription”) includes best practice-based guidance and assistance to develop and implement strategic data management blueprints for Customer’s business.

- i **Base Package.** The base Talend Strategic Architect package follows a set methodology and activities performed within four (4) Days per month for the subscription 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:

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

ii **Additions.** Additions to the Talend Strategic Architect Service Subscription may be purchased in one (1) Day per month increments for the period specified in the Order Form and include the following services:

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

*B. Use Case-based Accelerator Configuration Subscription Service*

The Use Case-based Accelerator Configuration Subscription service consists of items in the categories listed below related to the Use Case Package purchased:

- Guides: Each “Guide” is a structured collection of ideas, instructional advice, and other insight, designed to assist senior technical decision makers in their approach to addressing a broad theme or challenge in data integration, using Talend products.
- Best Practices: A “Best Practice” is an instructional advice for executing a specific implementation task or an implementation challenge that is commonly encountered by individual developers or data users.
- Reference Architectures: A “Reference Architecture” is a technical blueprint, and supporting guidance, for how Talend products and other related technology can be used to deliver a specific and commonly occurring use case or solution.
- Tools: A “Tool” is a package of code and/or configuration, that can be deployed as part of a Talend-based solution, to deliver a specific capability or set of capabilities.
- Value-added Services (VAS): A “Value-added Service” is an activity, selected and requested from a catalog by a customer, that is executed by a Talend Professional Services Consultant to consult on a specific topic, create a specific asset, or enable the customer on a specific topic. Each VAS delivery is limited to maximum two (2) consecutive business days in duration and must be scheduled at least five (5) business days in advance. Customer will be provided with a maximum number of VAS requests per quarter as set forth in the table below. Any unused VAS shall expire at the end of each quarter and shall not roll over to subsequent quarters within the Subscription Term. Additional VAS requests will be subject to a separate written agreement.

During the Subscription Term, Guides, Best Practices, Reference Architectures, and Tools (collectively “Technical Assets”), as well as the catalog of available Value-added Services (the “Service Catalog”), are will be made available to Customer through Talend’s online training portal at <https://academy.talend.com>. Unless Customer is a Talend Academy subscriber, Customer will not be able to access any resources in Talend Academy other than those specified as part of the Use-Based Accelerator Configuration Subscription Service. Upon expiration of the Subscription Term, Customer’s access to and right to use the Guides, Best Practices, Reference Architectures, Tools, and Value-added Services will cease.

Customer may select Value-added Services with the Accelerator Service Tier applicable to Customer’s annual contract value (“ACV”) with Talend, irrespective of currency fluctuations, as set forth in the table below. The applicable Accelerator Service Tier will adjust within five (5) business days of contractual changes to Customer’s ACV.

ACV	Accelerator Service Tier	Number of Value-Added Services Requests (VAS) per 3-month period
\$1,000,000+	1	5, +1 additional VAS request for each \$250,000 over \$1,000,000
\$400,000 - \$999,999	2	4
\$200,000 - \$399,999	3	2



\$50,000 - \$199,999	4	1
\$1,000 - \$49,999	5	0

Value-added Service Requests are subject to the following types of limitations. Specific limitations applicable to each Value-added Service are described in the Service Catalog.

- Pre-requisite Input: Customer may be required to provide specific inputs at the time of making a Value-added Service Request or on-demand, including, but not limited to, data, schema, use case definitions, and design documentation.
- Scope: Value-added Services may be limited based on how widely applicable the service can be applied across Customer’s environment. For example, scope of a Value-added service may be limited to a “single use case” or a “single database”.
- System Access: Customer may be required to provide Talend access to systems required for the fulfilment of a Value-added Service Request. For example, access to Customer’s Talend Cloud environment, or remote access to server environments for those Value-added Services that necessitate installation of software.
- Face-to-face Event Duration: For those Value-added Services that require face-to-face interaction with Customer, Talend may restrict the length of that interaction. For example, for Value-added Services where a workshop is required as part of its delivery, the duration of the workshop will typically be limited to 4 hours.
- Talend Version: For some Value-added Services, Talend may require Customer to upgrade to the latest version of Talend Software prior to having their request fulfilled.
- Customer Team Ability: For some Value-added Services which require pre-requisite knowledge of advanced features or concepts, Talend may require Customer to have staff already trained or certified via Learning Plans available through Talend Academy, prior to having their request fulfilled.
- Engagement of Specific Roles: For some Value-added Services which are intended to add value or be delivered to a specific organisational role, Talend may require staff who hold that role or an equivalent role in Customer organisation to be involved in the execution of the request.

Failure to provide fulfill the limitations specified in the Service Catalog may result in Talend’s inability to perform services within the Subscription Term.

## F. Product End-of-Life Planning

<https://help.talend.com/r/en-US/customer-support-statements/talend-product-lifecycle-and-compatibility>

### 1. Talend versions lifecycle

This table shows when different versions were made generally available, gives a schedule for their retiral, and says when they will reach end of life.

Version	Release Date	Retired	End-of-Life
Talend 8	November 2021	--	--
Talend 7.3	February 2020	May 2023	November 2024
Talend 7.2	June 2019	January 2021	June 2022
Talend Data Catalog 7.3	January 2020	April 2022	Dec 2022
Talend Data Catalog 8	March 2022	--	--

All versions not listed in the table above have already reached end of life.



For details of what is meant by Major Release, Minor Release, GA (Generally Available) Software, Retired Software, and EOL (End-of-Life) Software, consult Section C. Support Policy for the Talend Software and Cloud Services

Note that the most recent product version, currently Talend 8, sees new features, bug fixes and CVE fixes released through [monthly updates](#). Older versions that are still supported are only updated through [patches](#) and these patches contain only bug fixes and certain CVE fixes but no new features.

## 2. Talend Remote Engine lifecycle

This table shows when Talend’s Remote Engines were made generally available, gives a schedule for their retirement, and says when they will reach end of life.

Talend Remote Engine	Version	Release Date	Retired	End-of-Life
Gen1	2.11	November 2021	--	--
	2.10	February 2021	February 2022	August 2022
Gen2	R2022-02	February 2022	<i>A new version is released each month. Only the most recent version is supported at any time.</i>	

Talend Remote Engine Gen1 is used to run tasks that use on-premises applications and databases.

Talend Remote Engine Gen2 is used with Talend Cloud apps for connections and datasets.

## II. Non-Subscription Consulting and Education Services

Consulting and Education Services are provided pursuant to this Service Description Guide and any existing agreement between Talend and the Customer which governs the provision of Consulting and Education Services, or if none, the Consulting and Education Services Terms at [www.glik.com/legal-agreements](http://www.glik.com/legal-agreements) (“Services Agreement”). In the event of any conflict between the Services Agreement and this Service Description Guide, this Service Description Guide will prevail.

### A. Pre-Packaged Services and Training

#### 1. 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.

#### 2. 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.

### 3. Pre-Packaged Services

#### A. 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:
  - Set-up and configuration.
  - Application of best practices from the Talend Reference Architecture to Customer’s designated environment.
  - Enablement and mentorship on core capabilities working with Customer Data.
- B. **Additions.** Talend Cloud Quickstart additions may be purchased in one (1) Day increments under an Order Form for the following services:
  - Extending into go-live support assistance.
  - Additional use cases.
  - Additional enablement and mentorship.
  - Guidance on the next steps in the roadmap for Talend Product adoption.
  - Exploring additional Talend capabilities and best practices on how to adopt them.

#### B. Talend Data Management Quickstart

The Talend Data Management Quickstart Service (“Talend Data Management Quickstart”) includes deployment and mentorship services to initiate first data integration or 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:
  - Set-up and configuration.
  - Application of best practices from the Talend Reference Architecture to Customer’s designated environment.
  - Enablement and mentorship on core capabilities working with Customer Data.
  - Design use case implementation and testing following a collaborative approach.
- B. **Additions.** Talend Data Management Quickstart additions may be purchased in one (1) Day increments under an Order Form for the following services:
  - Go-live support assistance.
  - Additional use cases.
  - Additional enablement and knowledge transfer.
  - Guidance on the next steps/roadmap for the Talend adoption.
  - Exploring additional Talend capabilities and best practices on how to adopt them.

#### C. 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:
  - Set-up and configuration.
  - Application of best practices from the Talend Reference Architecture to Customer’s designated environment.
  - Enablement and mentorship on core capabilities and hands-on working with Customer metadata assets for data cataloguing.
  - Establish alignment of information across the business and IT stakeholders.
- B. **Additions.** Talend Data Catalog Quickstart Add-ons may be purchased in one (1) Day increments under an Order Form for the following services:

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

#### D. *Talend Change Data Capture Quickstart*

The Talend Change Data Capture Quickstart Service (“Talend Change Data Capture Quickstart”) includes deployment and mentorship services to initiate a first real-time change data capture use case.

- A. **Base Package.** The base Talend Change Data Capture Quickstart follows a set methodology and activities performed within a five (5) Day period. Talend Change Data Capture 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:
- Set-up and configuration.
  - Application of best practices from the Talend Reference Architecture to Customer’s designated environment.
  - Enablement and mentorship on core capabilities working with Customer Data.
- B. **Additions.** Talend Change Data Capture Quickstart additions may be purchased in one (1) Day increments under an Order Form for the following services:
- Extending into go-live support assistance.
  - Additional use cases.
  - Additional enablement and mentorship.
  - Guidance on the next steps in the roadmap for Talend Product adoption.
  - Exploring additional Talend capabilities and best practices on how to adopt them.

Any unused “Talend Change Data Capture Quickstart” Consulting Days shall expire after ninety (90) days.

#### E. *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 intended to be performed within twelve (12) Days per quarter (3 months) 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:
- Identification and alignment on optimal reference and implementation architectures for Customer’s enterprise-wide transformational data management activities.
  - Application of data management best practices in Customer’s designated business context and organization.
  - Identification and alignment on Customer’s specific data governance processes and activities.
  - 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 additions may be purchased in one (1) Day per month increments for the period specified in the Order Form for the following services:
- Assistance with optimal reference and implementation architecture.
  - Assistance with expansion of Talend usage by implementing additional use cases.
  - Definition of Customer’s specific roadmap, standards, guidelines and architecture for optimal utilization of Talend components in the organization.
  - Definition, implementation and expansion of Customer’s data governance framework.

Any unused days shall expire at the end of each quarter.

#### F. *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 Consultant will work towards a six-step plan that includes the following services:
  - Identification and alignment on the governance framework.
  - Identification and alignment on the operating model.
  - Identification and alignment on the enablement strategy.
  - Definition and alignment on customer-specific implementation guidelines and application of best practices.
  - Mentorship related to performance optimization techniques.
  - Execution of a maturity assessment.
- B. **Additions.** Talend Center of Excellence Service additions may be purchased in one-week increments under an Order Form for the following services:
  - Additional guidance and assistance to define roadmap, standards, guidelines and architecture for optimal utilization of Talend components in the Customer organization.
  - Additional guidance and assistance to define, implement and expand Customer's data governance framework.

#### G. 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:
  - Holistic review of Customer's Talend architecture and implementation.
  - Definition of Customer optimal target Talend architecture.
  - Identification of potential pitfalls and recommendations for remediation.
  - Assistance to build a Customer specific, multi-phase migration execution and testing plan.
- B. **Additions.** Talend Migration additions may be purchased in one (1) Day increments under an Order Form for the following services:
  - Execution of additional migration activities.
  - Additional Talend environments.
  - Additional Talend projects.
  - Additional enablement and mentorship.
  - Guidance on the next steps in the roadmap for Talend Product adoption.
  - Exploring additional Talend capabilities and best practices on how to adopt them.

#### H. 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:
  - Evaluation of the current architecture and configuration of the Talend technologies.
  - Functional review and evaluation of critical deployed Jobs and processes.
  - Impact and risk analysis of recommended changes to configuration or Job design.
  - Review of operational or administrative setup and routines.
- B. **Additions.** Talend Health Check additions may be purchased in one (1) Day increments under an Order Form for the following services:
  - Review of additional environments.
  - Functional review and evaluation of additional Jobs and processes.
  - Deeper review of specific areas which may include performance optimization, security, Software Development Life Cycle ("SDLC"), logging, and monitoring.
  - Implementation of recommendations.





- Definition of a team enablement plan.

#### I. *Talend Implementation Assistance Service*

The Talend Implementation Assistance Service (“Talend Implementation Assistance”) provides Talend Professional Consulting assistance towards activities based on customer prioritization that may include but are not limited to:

- Talend product set-up and configuration
- Application of best practices from the Talend Reference Architecture to Customer’s designated environment
- Enablement and mentorship on core capabilities working with Customer Data
- Design, implementation and testing of your use cases following a collaborative approach
- Go-live support assistance
- Guidance on the next steps/roadmap for the Talend adoption
- Exploration of additional Talend capabilities and best practices on how to adopt them

**A. Base Package.** The base Talend Implementation Assistance Service includes a week of assistance from a Talend Professional Services consultant with Delivery Manager support.

**B. Additions.** Talend Implementation Assistance additions may be purchased in one (1) week increments under an Order Form for multi-week engagements and/or multiple Talend consultants working concurrently.

#### J. *Talend Cloud Data Health Accelerator*

Talend Cloud Data Health Accelerator (“Talend Cloud Data Health Accelerator”) includes services to initiate data health use cases in a cloud architecture.

**A. Base Package.** Talend Cloud Data Health Accelerator Days will follow a set methodology and activities. Customer will be provided with a maximum number of “Talend Cloud Data Health Accelerator” Consulting Days as set forth in the Order Form. Services are limited to implementation of products purchased on the associated Order Form. The engagement is initiated with a kickoff meeting and lightweight Data Health Maturity Assessment 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:

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

Remaining available time will be prioritized with the customer and may include but is not limited to:

- More detailed Data Health Maturity Assessment and customized Data Health Maturity Roadmap
- Design use case implementation and testing following a collaborative approach.
- Go-live support assistance.
- Additional use cases.
- Additional enablement and knowledge transfer.
- Guidance on the next steps/roadmap for the Talend adoption.
- Exploring additional Talend capabilities and best practices on how to adopt them.

**B. Additions.** Talend Cloud Data Health Accelerator additions may be purchased in one (1) Day increments under an Order Form for the following services:

- More detailed Data Health Maturity Assessment and customized Data Health Maturity Roadmap
- Design use case implementation and testing following a collaborative approach.
- Go-live support assistance.
- Additional use cases.
- Additional enablement and knowledge transfer.
- Guidance on the next steps/roadmap for the Talend adoption.
- Exploring additional Talend capabilities and best practices on how to adopt them.

Any unused “Talend Cloud Data Health Accelerator” Consulting Days shall expire after ninety (90) days. Customer shall reimburse Talend for all reasonable travel, accommodations, and out-of-pocket expenses (“Expenses”) incurred in connection with any on-site work.



## 4. 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 any Expenses.

### A. 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 ten (10) attendees, unless otherwise agreed in writing with Talend.

### B. 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.

### C. 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 consultant 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 consultant 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) days in advance unless otherwise agreed in writing with Talend.

## 5. Educational Examination.

Educational Examination vouchers may be purchased by Customer and applied towards Training Services within twelve (12) months from the date of purchase.

### A. Certification Examination Voucher

Each Certification Examination Voucher is valid for one individual completing a Talend Certification examination. Available Certification Examinations are defined here: <https://www.talend.com/academy/certification/>.

### B. Professional Examinations Voucher

Each Professional Examination Voucher is valid for one individual completing a Talend Professional examination. Available Professional Examinations are defined here: <https://www.talend.com/academy/certification/>.

### C. Recertification Examination Voucher

Each Recertification Examination Voucher is valid for one individual who already holds the same certification on an older version by completing a Talend Certification examination. Available Recertification Examinations are defined here: <https://www.talend.com/academy/certification/>.

## 6. Expiration

Unless otherwise specified in the description of the specific Pre-Packaged Services, Education Credits, or Examination Vouchers, 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.



### III. License Types

#### A. License Descriptions

Subscription Services are subject to the applicable License Type(s) set forth in the Order Form or Agreement, as defined below. Capitalized terms not defined following the table below will have the meanings given in the Agreement. Customer may access the Subscription Services in accordance with the License Type(s) listed below for which customer has paid the applicable fees specified in an Order Form.

License Type	Description
Admin User	A specific individual identified by a valid business e-mail address who has received a unique user name and password to access the Subscription Services and who may only use the following capabilities of 1) for Cloud Admin Users, the Talend Management Console: user management, user group management, roles management, subscriptions, engine management, operations and monitoring, scheduling, and environment management for administration purposes, 2) for Software Admin Users, the Talend Administration Center (TAC): user management, user group management, licensing, server management, Job and ESB conductors, log server, and Activity Monitoring Console for administration purposes.
API	The main unit of work provisioned in Talend API Designer and Talend API Tester applications. Talend API Designer refers to this unit of work as an “API”, an “API definition” or an “API contract”. Talend API Tester’s unit of work is also called a “project”, a “test project” or an “API test project”. Copies of existing APIs are counted towards the total usage.
Cloud Engine	A runtime (either production or non-production) Node capable of executing Customer workloads through the Cloud Service.
Commercial Use	A license type whereby a Customer is permitted to integrate the Subscription Service as part of, or to use in conjunction with, Customer’s proprietary software or services to third parties. Customer must ensure that any such third parties do not have the ability to install, configure, manage or have direct access to the Subscription Services or Generated Code.
Concurrent Admin User	A specific individual identified by a valid business e-mail address who is logged on at any given point in time to a single Repository who (a) may use any of the capabilities of the Cloud or Software version of Talend Data Catalog or (b) may only use the following capabilities of the TAC: user management, user group management, licensing, server management, Job and ESB conductors, log server, and AMC for administration purposes.
Concurrent Consumer User	A specific individual identified by a valid business e-mail address who is logged on at any given point in time to a single Repository who may only use the capabilities granted by the “Consumer User” role in the Cloud or Software version of Talend Data Catalog.
Concurrent User	A specific individual identified by a valid business e-mail address who is logged on at any given point in time to a single Repository.
Engine Token	The unit of measure assigned to Customer’s ability to provision and run either a Cloud Engine or a Remote Engine instance. Customer may redeem their Engine Tokens towards any combination of Cloud or Remote Engine instances, so long as Customer does not exceed the total number of Engine Tokens purchased. Any Microservices Generated Code derived or produced from use of the Cloud Service may only be deployed, used, copied or stored within a Remote Engine for which a license of the Software has been purchased.
Interactive User	A user that may search, read, write and delete master data, using the native web user interface in the Subscription Services, including participation in workflow processes.
Licensed Users	The number of Authorized Users who may access the Education Services shall be: (1) The quantity set forth on the Order Form (“per Seat”); (2) 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



License Type	Description
	Catalog Concurrent Users; or (3) Unlimited, provided that Customer has purchased an Education Services subscription applicable to all Software and Cloud users and Customer's annual fees for all Subscription Services exceeds \$200,000 (USD).
Named User	A specific individual identified by a valid business e-mail address (and not a distribution list or shared email) who can access the Cloud Service or Software. Such an individual counts toward Customer's allotted number of Named Users regardless of whether the individual is actively logged into a Cloud Service data center or a Talend Administration Center, as applicable, at any point in time. Named User licenses may not be re-assigned to new individuals and/or e-mail addresses without Talend's written permission (including, e.g., a support ticket response or e-mail communication). Talend reserves the right to charge Customer for additional Named User licenses if Customer re-assigns Named User licenses to new individuals and/or e-mail addresses without such permission, and/or if Named User credentials are shared among individuals without such permission.
Non-Production Runtime Non-Production Server	Customer may use the Software for any non-production purpose, including as part of a Warm Backup, in a development environment for proof of concept, quality-assurance, or other testing purposes (" <u>Non-Production Runtime</u> " or " <u>Non-Production Server</u> ").
Per Node Limitation	Customer may use the Software for up to the total number of Nodes specified in an Order Form.
Per Core Limitation	Customer may use the Software for up to the total number of Physical Cores, Virtual Cores, or Container Cores specified in an Order Form, based on Customer's use within (i) a Physical Machine, (ii) a Virtual Machine, or (iii) a Software Container.  Customer may not split a single license between a Physical Machine and a Virtual Machine or Software Container. Customer may split a single license across multiple Virtual Machines or Software Containers, so long as Customer does not exceed the Per Core Limitation for each license. Any Microservices Generated Code derived or produced from the Software that is licensed under a Per Core Limitation may only be deployed, used, copied or stored within a Virtual Machine, Physical Machine or Software Container for which a license of the Software has been purchased, subject to the limitations set forth above.
Per Source Limitation	Customer may use the Software for up to the total number of Server instances specified in an Order Form, with respect to the associated Source type for each Server instance type. 1 production + 1 non-production key per instance will be delivered (even for HA specific product codes). If customer needs more non-production licenses, commercial discussion must be scheduled to understand ins and outs of such a request. <i>Only valid for Talend Change Data Capture product.</i>
Production Runtime Production Server	Customer may use the Software for any production purpose in an active environment, including use as part of a Hot Backup (" <u>Production Runtime</u> " or " <u>Production Server</u> "). Production Server is used in place of Production Runtime for Talend Data Catalog licenses.
Remote Engine	A runtime (either production or non-production) Node capable of executing Customer workloads that are deployed on the Customer premise by Customer. Such workloads are run outside of the Cloud Service environment.
Rows per Month	Customer may extract data as Extracted Data and load Rows as Loaded Data into the Customer's Server, up to the total number of Rows specified in an Order Form. Updated Rows, copies of existing Rows, and Rows created from de-nesting are all counted towards the total number of Rows per Month.

## B. Restrictions

### 1. Accelerators

Accelerators may only be used or modified in conjunction with Talend Subscription and/or Non-Subscription Services.

## 2. Education Services

Customer may only share licensed materials provided with Education Services and/or Training Services with the specific Licensed Users for whom Customer has purchased the Services.

## C. Definitions

The following capitalized terms used in this section shall have the meanings set forth below:

- **“Accelerators”** means Job templates, scripts, and code samples identified in the Education Services platform as “Accelerators,” and provided for independent download outside of the learning modules.
- **“Cores”** means the units within the central processing unit that can read and execute program instructions.
- **“Container Cores”** means the Core (Physical Machine) or Virtual Core allocated to the Software Container.
- **“Extracted Data”** means any Customer Data that Customer enables Talend to access and extract from the Servers to the Platform.
- **“Generated Code”** means an independently executable program or other similar binary code artifact that is generated by the Cloud Service or Software.
- **“Hot Backup”** means use of the Software for failover purposes where the Software is installed on a system that is actively supporting production activity including any two systems that can process requests simultaneously (“active-active”).
- **“Loaded Data”** means any Customer Data that Talend transfers or loads onto the Servers via the Platform.
- **“Node”** is a Physical Machine or Virtual Machine capable of running the Software.
- **“Microservices Generated Code”** means a type of Generated Code that is produced or derived from ESB binary code artifacts that are packaged using the Software as a standalone Java executable application using the Spring Boot framework (<https://spring.io/projects/spring-boot>).
- **“Physical Machine”** means a single physical hardware system.
- **“Platform”** means the Stitch Inc. proprietary, cloud-based platform.
- **“Repository”** means an individual TAC server instance or Talend Data Catalog server instance.
- **“Row”** means a row of Loaded Data.
- **“Servers”** means the servers owned or controlled by Customer or its third-party hosting providers, which shall host the Customer Data after it is extracted and transferred via the Platform.
- **“Software Container”** means an operating system-level virtualization providing resource isolation between multiple instances on the same hardware but otherwise behaving like an operating system and which can execute applications. Software Container includes, without limitation, the following commercial software containers: Docker, LXC (Linux containers), or AWS EC2 Container Service.
- **“Virtual Cores”** means the virtual processing power configured to a Virtual Machine.
- **“Virtual Machine”** means a hardware virtualization that can run its own operating system and execute applications like a physical machine.
- **“Warm Backup”** means use of the Software for failover purposes where the Software is installed on a system that is not actively supporting production activity until activated when the primary system becomes non-operational. Non-Production Server is used in place of Non-Production Runtime for Talend Data Catalog licenses.

## IV. Service Level Agreement for Talend Cloud Services

### A. Definitions

As used herein, the following capitalized terms shall have the meanings set forth below:

- **“Emergency Downtime”** means a period of time, not to exceed eight (8) hours, during which the Talend Cloud Services are not generally available due to the performance of emergency maintenance, where Talend has provided notice of such maintenance at least twelve (12) hours in advance, but less than two (2) weeks in advance (a) by means of a notification in the Talend Cloud Services user interface, and/or (b) at the URL [trust.talend.com](http://trust.talend.com), [status.stitchdata.com](http://status.stitchdata.com), or [datacatalog.trust.talend.com](http://datacatalog.trust.talend.com), as applicable.
- **“Scheduled Downtime”** means a period of time, not to exceed twelve (12) hours, during which the Talend Cloud Services are not generally available due to the performance of maintenance, where Talend has provided notice of such maintenance at least two (2) weeks in advance (a) by means of a notification in the Talend Cloud Services user interface, and/or (b) at the URL



trust.talend.com, status.stitchdata.com, or datacatalog.trust.talend.com, as applicable. The number of Scheduled Downtime periods in a given calendar year will not exceed five (5) with no more than two (2) periods in a given quarter.

- **“System Availability Level”** means, with respect to a given calendar month, the percentage (based on twenty-four hour days for the number of days in such month) that the Talend Cloud Services are generally available for subscriber access.

## B. System Availability Level

Except for evaluation, trial, free, or beta Cloud Service licenses, Talend will use commercially reasonable efforts to maintain a System Availability Level of at least (a) ninety-nine percent (99%) for Talend Cloud Data Catalog, and (b) ninety-nine and point nine percent (99.9%) for all other Talend Cloud Services (the “Availability Target”).

System Availability Level commitments exclude downtime caused by:

- Emergency Downtime;
- Scheduled Downtime;
- Force majeure events including but not limited to acts of God (such as earthquakes, floods, storms, or other natural occurrences), labor disputes, cloud host failures, utility failures (such as internet, electrical, or telecommunications), blockages, embargoes, riots, acts or orders of government, acts of terror, war, or any other event out of Talend’s reasonable control;
- Customer’s or its users’ unauthorized use of the Cloud Services or pairing of other unsupported services or software;
- Acts of a third-party or services not provided or directed by Talend;
- Acts initiated to protect Customer Data; and/or
- Talend’s suspension of Customer services by rights reserved within the Agreement.

## C. Credits

In the event that the System Availability Level fails to meet the Availability Target in a given month during the Subscription Term, then, as Talend’s sole obligation in relation thereto and Customer’s sole and exclusive remedy therefor, Customer shall be eligible to receive service credits (“Service Credit(s)”) as described more fully below, which such Service Credits Customer may apply to a future invoice for the Talend Cloud Service that did not meet the Availability Target.

In order to receive a Service Credit, Customer must be current in their payment obligations and in good faith file a support ticket within thirty (30) days after the month in which unavailability caused the System Availability Level to fall below the Availability Target, setting out the date(s) and time(s) of unavailability.

If the unavailability is validated by Talend, Talend shall issue to Customer a Service Credit equal to (a) for Talend Cloud Services billed on a monthly basis, the effective monthly subscription amount paid by Customer, or (b) for Talend Cloud Services billed on an annual basis, one-twelfth of the total annual subscription amount paid by Customer, for the affected Talend Cloud Services multiplied by the applicable credit percentage set out in the applicable table below.

### A. Talend Cloud Data Catalog - System Availability Level during Relevant Month

Below	But at Least	Credit Percentage
99.0%	98.5%	5.0%
98.5%	98.0%	10.0%
98.0%	0%	20.0%

### B. All other Talend Cloud Services - System Availability Level during Relevant Month

Below	But at Least	Credit Percentage
99.9%	99.5%	5.0%
99.5%	99.0%	10.0%
99.0%	98.0%	15.0%
98.0%	0%	20.0%

## V. Talend Technical and Organizational Security Measures

Talend maintains technical and organizational security program for the security, confidentiality, and integrity of the personal data it processes on behalf of its customers, as described below.

This security program applies to Talend Cloud Services. Most Talend products can also be installed and hosted on the Customer premises, in which case the Data is stored at all time within the Customer environment and systems, and is protected by the Customer's own security controls. In this setup, Customer's own technical and organizational security measures will apply to the Data.

Most Talend Cloud Services may be hosted either on Amazon Web Services (AWS) or Microsoft Azure (Azure), at the choice of the Customer. As further described hereafter, the applicable security controls depend on whether the Customer selected AWS or Azure.

Talend technical and organizational security measures are further described (i) for Talend Cloud Services, in the Talend Security Architecture Overview applicable to the specific Talend Cloud Services purchased by the Customer, and (ii) for Stitch Products, in the Stitch Compliance and Security Documentation, including the Security FAQ. These documents, as updated from time to time, are accessible respectively on Talend.com and Stitchdata.com, or upon request.

- **Security Practices.** Talend security organization consists of a dedicated team of security experts distributed across the company who work closely with the Talend CISO. Their mission is to protect Talend and its customers with security best practices. This team supports all aspects of Talend business, including Talend development and operations. The responsibility of Talend security rolls up to the CISO, who also defines Talend security strategy, architecture, and program.
- **Physical Security.** Talend maintains security controls to prevent unauthorized physical access to buildings and data centers and to protect its systems and software, and by extension the Talend environment, from damage, interruption, misuse, or theft. Authorizations are reviewed regularly, and access is monitored continuously.
- **Security Awareness Trainings.** Talend conducts security training programs annually and upon hire for all employees. System administrators receive training on their legal responsibilities with regard to security and data integrity. Talend conduct a complementary secure coding training program dedicated to Product and Engineering teams.
- **Security Software Development.** Talend's security organization is involved throughout the creation of any new application, capability, or feature. Our security experts conduct architecture design reviews, threat modeling and code reviews.

Automated security scans and testing such as Software composition analysis (SCA), SAST and DAST are integrated in the software development lifecycle. Talend implements a Top 10 Open Web Application Security Project (OWASP) awareness program during application development, and schedules bi-annual external audits and pentests. Talend also runs a continuous Bug Bounty program.

### A. Cloud workload protection and monitoring

Talend uses a combination of security services from third-party vendors to protect Talend Cloud Services.

Our security experts use external scanning tools to ensure that systems and containers are hardened, configured, and patched according to Talend guidelines and best practices.

Talend uses NIST Cybersecurity Framework as part of its global security strategy.

Our deployments leverage the built-in segmentation capabilities of AWS Security groups and Microsoft Azure Network Security groups to restrict inter-resource communication.

All code is tested in Talend's lower environments before promotion to production (DEV, QA, Staging). Production is physically and logically separate from lower environments accordingly to the principle of segregation of duties.

Talend Cloud's perimeter security includes, but is not limited to, the following:

- Anti-DDoS protection — Prevents distributed denial-of-service type of attacks
- Web Application Firewall (WAF) which validates, monitors, and filters all web application and API traffic
- Network-based intrusion detection system (IDS) and intrusion prevention system (IPS) which alerts on rogue activity and protect against threats such as zero-day attacks
- Security information and event management system (SIEM) for monitoring and observability of system status, and performance and detection of rogue processes
- Cloud Security Posture Management (CSPM) — continuously monitor cloud infrastructure to identify misconfiguration issues and compliance risks

Our security experts use external scanning tools to ensure that systems and containers are hardened, configured, and patched according to Talend guidelines and best practices.

## **B. Authentication, authorization, and access control**

### **1. Standard access**

Tenant users are authenticated with their own unique credentials: username plus password.

Talend use TLS certificates issued by the Talend's approved Certificate Authority (CA) to secure and encrypt all communications between user systems and Talend. Talend supports HTTPS over TLS.

### **2. Administrative access**

Talend Cloud Services administrative access requires management review and approval. Elevated privilege access requires the same level of approval by management.

Access to any management console, Talend Cloud Services, AWS, or Azure requires multifactor authentication (credentials plus secret keys).

Access to the management console is restricted to select members of the Talend Site Reliability Engineering (SRE) or Information Security teams. New account creation follows a strict approval process. Accounts are reviewed quarterly.

System access is provided via Kubernetes administration management.

### **3. Password management**

Talend maintains a password management policy consistent with industry standard practices that all employees must comply with. It ensures the creation of strong passwords, the protection of those passwords, and the use of a corporate password manager.

All system-level passwords (e.g., root, enable, application administration accounts, etc.) must be changed on at least a quarterly basis.

All production system-level passwords must be part of the Talend IT administered secrets server.

## **C. Encryption and Key management**

Customer data and metadata stored on Cloud Service is always encrypted in transit with TLS 1.2 and at rest with minimum AES-256 and/or hashed with minimum SHA-256 algorithm.

Talend relies on third-party key management service such as AWS KMS and HashiCorp Vault to manage encryption key lifecycle, including key rotation. Unique data encryption key (DEK) is used to encrypt tenant specific information.

## **D. Vulnerability management**

All applications are tested by Talend security experts (dynamic application security testing (DAST) and penetration tests) at least twice a year.

In addition, Talend leverages internal and third-party security services to perform external penetration tests.

Third-party penetration tests are scheduled twice a year and prior to any new Talend Cloud Services release and deployment. The penetration tests cover a wide range of security aspects of the application and address modern web best practices.

All detected vulnerabilities are logged by the Talend Quality Assurance team and analyzed by the Talend Information Security team, which then supports, tracks, and tests their remediation.

Talend follows the Security Content Automation Protocol (SCAP) framework. Vulnerabilities are rated according to the Common Vulnerability Scoring System (CVSS) v3.0 equation. Vulnerabilities are resolved depending on their severity rating and their potential impact on the infrastructure.

Third-party penetration test reports are available upon request at Talend's discretion.



## E. Backups

Talend uses AWS or Azure services for both mirroring and long-term storage. All storage processes are automated, monitored, and tested. Mirrors and snapshots are performed twice daily.

## F. Incident Response Process

Talend maintains an incident response team, and upon becoming aware of a confirmed incident that compromises Customer Data, Talend shall inform Customer in accordance with applicable law and shall provide timely information and cooperation as Customer may require in order for Customer to fulfil its data breach reporting obligations.

## G. Security certifications

Talend is ISO 27001, ISO 27701 and SOC 2 Type 2 certified. Talend technical and organizational security measures are further described in Talend's current security attestation report, available upon request.

Talend uses the Cloud Security Alliance (CSA) Security Trust Assurance and Risk (STAR) program to assess our security practices and validate the security posture of our cloud offerings.

Please refer to the AWS and Azure websites for more details about their security certifications and compliance information.

# VI. Disaster Recovery

During the term of the Agreement, Talend will have a disaster recovery plan in place for the hosting location from which the Service is performed. Talend will provide Customer with a copy of its then current disaster recovery plan promptly following Customer's written request. According to defined RTO\* after an event of a disaster that causes the Service to be down and unavailable due to a force majeure event, Talend will notify Customer regarding the occurrence of the disaster and its decision whether Talend's disaster recovery plan is invoked. If Talend's disaster recovery plan is invoked, (a) Talend will execute such plan and restore Service to the Service Availability service level described above in accordance with the requirements of such plan and (b) Customer will be treated with at least equal priority as any other Talend customer of the Service.

\*RTO (Recovery Time Objective) defines the maximum amount of time to restore production services at failover region. RTO for Talend Cloud is 12h and for Stitch 72h.

# VII. Business Continuity

During the term of the Business Services Agreement between the Customer and Talend, Talend will have an annually tested business continuity plan in place to assist Talend in reacting to a disaster in a planned and tested manner. Talend will provide Customer with a copy of its then current business continuity plan promptly following Customer's written request for same.

# VIII. Data Center Information

This document identifies the Sub-processors authorized to access personal data contained within customer data processed by Talend on behalf of its customers.

The Sub-processors identified in this document are permitted to process customer data only to deliver the services Talend has retained them to provide, and are prohibited from using customer data for any other purpose. Please note that this document is subject to changes in accordance with Talend Data Processing Addendum.

The Sub-processors identified in the below tables provide services to help support, operate, and maintain Talend products and services. Depending on the product configuration chosen by the customer, the Sub-processors below may process, store, or otherwise access limited customer data or personal data in the course of providing their services. In addition to the Sub-processors below, Talend may use additional external resources working in close collaboration with Talend employees to help install, support, operate, and maintain Talend products and services, and in the course of doing so, may be exposed to customer data. In all such cases, customer data remains subject to customers' or Talend's policies and supervision at all time. A full list of external resources and contract staff is available to customer upon request.





<b>Sub-processor</b>	<b>Service Provided</b>	<b>Data Center Location</b>
Amazon Web Services	Cloud computing and data storage services	United States Ireland Germany Japan Singapore Australia
Microsoft Azure	Cloud computing and data storage services	United States



### **About Talend**

Talend, a leader in data integration and data integrity, is changing the way the world makes decisions.

Talend Data Fabric is the only platform that seamlessly combines an extensive range of data integration and governance capabilities to actively manage the health of corporate information. This unified approach is unique and essential to delivering complete, clean, and uncompromised data in real-time to all employees. It has made it possible to create innovations like the Talend Trust Score™, an industry-first assessment that instantly quantifies the reliability of any data set.

Over 6,500 customers across the globe have chosen Talend to run their businesses on healthy data. Talend is recognized as a leader in its field by leading analyst firms and industry media.

For more information, please visit [www.talend.com](http://www.talend.com) and follow us on LinkedIn.com, and Twitter @Talend.