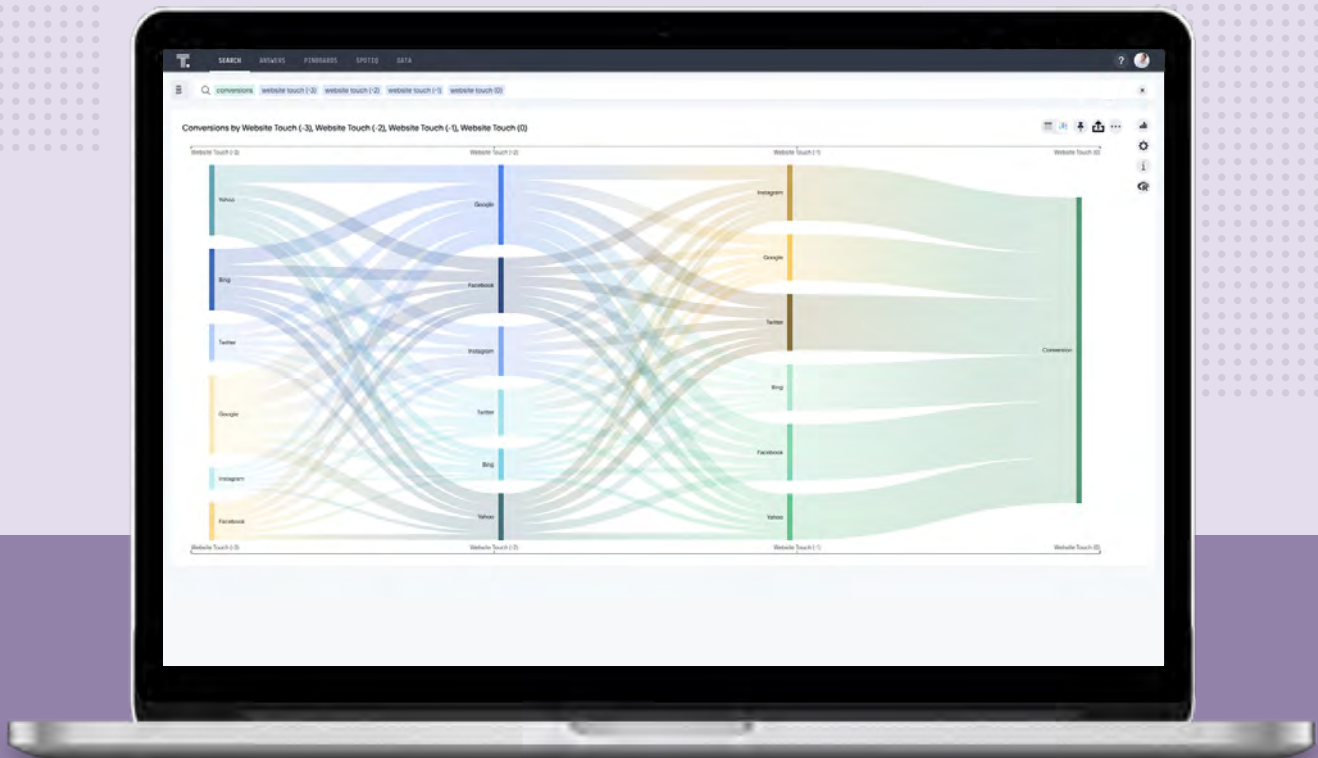


ThoughtSpot Activation Services

ENTERPRISE PLATFORM CONFIGURATION (EMBRACE)





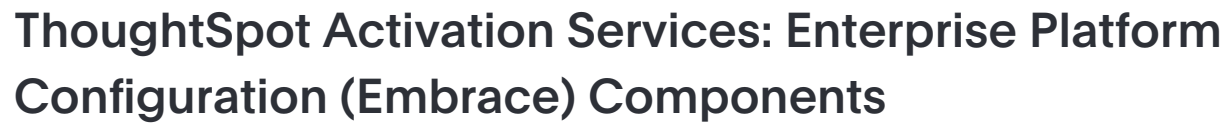
ThoughtSpot Activation Services: Enterprise Platform Configuration (Embrace)

At ThoughtSpot, we know how to help you cross that last mile from data to action so you can maximize the value of your cloud data warehouse investment. With ThoughtSpot Enterprise Embrace Platform Activation Services, our analytic experts quickly connect ThoughtSpot with your existing cloud data warehouse and analytics environment and processes and aligned to your specific intended outcomes.

ThoughtSpot Activation Services

ThoughtSpot Enterprise Activation Services focus on helping you immediately activate and unlock the value of ThoughtSpot. We go beyond simple product implementation. Our experts help you consider all the factors — from processes and resources to people and measurable business impact. We work with you to establish a blueprint for bringing high-value AI-driven search use-cases to life.





The Activation Service tasks include the following:

- 1.



Pricing

The Enterprise Activation Services will be performed on a fixed price and fixed scope basis stated on the Order Form.

Work Hours

Activation Services work performed is predicated on a forty-hour (40-hour) work week (at eight (8) hours per day), 9:00 am – 5:00 pm local time, Monday through Friday, excluding Customer holidays and travel hours.

Expenses

Customer will reimburse ThoughtSpot for all authorized, reasonable and verifiable travel, meal, and lodging expenses for all ThoughtSpot personnel who travel in support of the Consulting Services. Such expenses will be billable at cost and borne solely by Customer. Customer will pay all amounts in accordance with the Agreement or the applicable Order Form. Expenses will be invoiced: (a) within ten business days of the first day of each month for the expenses paid by ThoughtSpot during the preceding month; or (b) immediately for fees agreed upon up front as a fixed fee.

Customer Responsibilities and Resources

Customer acknowledges and agrees that: (a) ThoughtSpot's obligations relating to Consulting Services are conditioned and dependent upon Customer's timely fulfillment of its responsibilities as set forth in this Service Description, and (b) Customer's failure to timely fulfill its responsibilities may result in additional expenses and that any resulting delay in the Consulting Services or timelines will not be attributable to ThoughtSpot. Customer will provide to ThoughtSpot:

- Access to necessary subject matter personnel, such as the Infrastructure Administrator, Database Administrator, Network Administrator, Project Manager, Business User, Business Sponsor etc., on an as-needed basis for the completion of the tasks specified above.
- Remote access to necessary tools, applications, and documentation needed to provide the Consulting Services.
- The schedule for, and internal coordination of, the work session(s) necessary to complete the Consulting Services.
- Any documentation related to data models and business transformation rules at the commencement of the Consulting Services engagement.
- Resources to conduct testing during the validation phase of the Consulting Services.



ThoughtSpot Enterprise Platform Configuration (Embrace) Activation Services Terms and Conditions

For scheduled service days that are canceled or rescheduled by Customer with fewer than ten business days prior written notice to ThoughtSpot, Customer will be charged and pay for: (a) any travel expenses that cannot be canceled or refunded, and (b) the canceled/rescheduled service days if ThoughtSpot is not able to reassign the personnel to another project. For the purposes of this section, email to the ThoughtSpot personnel assigned to this project will be sufficient as written notice.

ThoughtSpot will provide the Activation Consulting Services package described herein as identified on the corresponding Order Form. No services are included in this offering except as expressly included in this document. Customer agrees to pay the total fee amount on the Order Form regardless of the total number of hours completed.

ORDERS ARE NON-CANCELLABLE, NON-REFUNDABLE, AND NOT SUBJECT TO ACCEPTANCE. PURCHASED CONSULTING SERVICES MUST BE CONSUMED WITHIN 12 MONTHS FROM THE EFFECTIVE DATE OF THE ORDER FORM, AFTER WHICH TIME UNUSED SERVICES WILL BE DEEMED COMPLETED WITHOUT CREDIT, REFUND, OR FURTHER OBLIGATION OF ANY KIND.

About ThoughtSpot

The world's most innovative enterprises use ThoughtSpot to empower every person in their organization, from C-suite executive to front-line employee, with the ability to quickly uncover data-driven insights. With ThoughtSpot, business people can type a simple search to instantly analyze billions of rows of data, and leverage artificial intelligence to get trusted, relevant insights pushed to them as answers to thousands of questions they might not have thought to ask. ThoughtSpot is simple enough for any business person to use, yet powerful enough to handle even the largest, most complex enterprise data without sacrificing speed, security, or governance. That's why customers like Walmart, 7-11, BT, Daimler, Exxon, Hulu, Royal Bank of Canada, Bank of the West, Siemens, and Nationwide Building Society have turned to ThoughtSpot to transform their decision-making cultures and analyst firm Gartner named ThoughtSpot a Leader in the 2020 Magic Quadrant. By making insights a part of every conversation and every decision, ThoughtSpot is reimagining the role of data in creating a more fact-driven world.

For more information please visit [thoughtspot.com](https://www.thoughtspot.com)