Coaching Services
Datasheet

This Datasheet covers virtual and remote coaching services that provide Customer with access to a Collibra expert who can provide "how to" advice and guidance ("**Coaching Services**"). Collibra agrees that during the Coaching Period, it will make itself available to give such advice and information to and to consult with Customer with respect to the operation of Collibra's products.

"**Coaching Period**" refers to the period of time commencing on the Order Start Date and terminating on the end date stated on the Order.

"**Coaching Package**" refers to the package selection based on the number of Coaching Credits a Customer purchases as further identified in the Order.

"**Coaching Credits**" are identified and listed in the Order and are used in exchange for Coaching Services.

1. Fees and Credits

The Coaching Credits must be used within the Coaching Period and may not be rolled over into any subsequent periods. At any time during the Coaching Period, Customer may upgrade its Coaching Package which will entitle the Customer to the pro-rated number of Coaching Credits for the remainder of the Coaching Period for a pro-rated portion of the fees. Customer may not downgrade the Coaching Services during the Coaching Period.

2. Scope of Services

- All Coaching Services are delivered remotely by Collibra to Customer via phone or teleconference.

- Coaching Services are not task or deliverable-oriented project work and are consultative in nature. The Coaching Services sessions are a cooperative effort with Customer.

- Collibra will offer professional support and guidance, but will not be responsible for any hardware or software modification or alteration.

- Coaching Services may be scheduled and applied to assist with the categories of topics included on the Coaching Services booking dashboard. For help with other topics, contact your Services Manager.

3. Scheduling and use of Coaching Services

- Customer will be responsible for scheduling Coaching Services sessions. The number of Coaching Services sessions per day cannot exceed three (3) sessions on any given day.

- Coaching Services are scheduled a minimum of 4 hours prior to the appointment, via Collibra's online dashboard.

- Credits will not be returned for coaching appointments that are cancelled or rescheduled with less than 24 hours of notice.

- In order to maximize the utility of the appointment, Collibra requests that the Customer provide the context and focus of the appointment in advance.

- Collibra may request materials or information from the Customer in advance of the appointment.

- Coaching Credits may only be used to provide advice and guidance on supported Collibra product versions.

4. Enhanced Coaching

Customer may choose to use eight (8), sixteen (16), or twenty-four (24) existing Coaching Credits in an Enhanced Coaching project. "**Enhanced Coaching**" means a single, specific project, which will be defined and agreed to by Collibra and Customer.

- Customer must agree to the scope, timeline, and details of the project via email before the project can begin. This scope does not include testing or support of the project once Collibra has completed the handoff. If Customer needs additional work, additional call(s) and Coaching Credits will be required.

- Customer must have the required number of Coaching Credits available for use before the project begins. If Customer does not have the correct number available, Coaching Credits must be purchased to cover the entire project before the project can begin.

- Collibra will charge either 8, 16, or 24 hours, as agreed to upfront, regardless of the time it takes to complete the project. Collibra will not credit time back if actuals run less than the initial agreement.

- If actuals are projected to go beyond the initial agreement, Collibra will either scope a second Enhanced Coaching project or convert the project into a consulting project with a separate Statement of Work. In either case, the new project must be agreed to by both parties before the extended project can commence.