



Puppet Standard Technical Account Manager Service Description

Overview

The Puppet Standard Technical Account Manager (TAM) service is an ongoing service in which the TAM partners with the Customer to help strategically plan and execute desired business outcomes with Puppet technology. The TAM works closely with the Customer to understand their unique business needs and drive adoption of Puppet technology and culture for long-term success.

Services Description

Puppet will provide the following services:

- Up to 10 hours per week of TAM services including:
 - Definition of a Customer Success Plan (CSP) outlining the long-term strategy to achieve Customer's desired business outcomes with Puppet technology
 - Continual collaboration with Customer to identify additional use cases and help maximize ROI
 - Recommendation of best practices to help maximize Puppet technology feature benefits and ROI
 - Technical guidance on Puppet products
 - Identification of areas where Puppet products can optimize and replace manual operational tasks
 - Help in expanding Customer's existing Puppet node footprint to support business requirements
 - Weekly meetings with Customer
 - Quarterly Business Reviews (QBR) to measure Customer's success with Puppet technology as defined in the CSP
- 2 public training vouchers per year

Fees

Service description	Hours	Cost	Term
Puppet Standard TAM	Up to 10 hours/week	US\$75,000.00	1 year

The fees for this Service will be invoiced in full at time of purchase and are non-refundable. The fees for this Service are a fixed price.

All TAM services will be performed remotely. Any onsite time requires Puppet's prior approval and may be subject to additional fees.

Key Assumptions

The following assumptions are reflected in the services outlined in this service description:

1. TAM services will be performed by Puppet's staff, specific resources to be determined by Puppet and may be changed periodically at Puppet's sole discretion.
2. TAM services will be delivered during Puppet's normal business hours Monday through Friday.
3. Any unused hours expire at the end of a week do not roll over.
4. The minimum term for this service is 12 months and is purchased in 12-month increments unless otherwise agreed to by Puppet.
5. This service includes 2 public training vouchers per year which expire at the end of the current TAM term. Public training vouchers are not included for term increments less than 12-months.
6. Customer may use public training vouchers for public classes offered by Puppet at no additional cost to Customer. These vouchers for free classes (i) must be redeemed for a public class given directly by Puppet (and not a Puppet education partner), and (ii) are only available for use with Puppet's then currently scheduled public classes (subject to Puppet's class minimum registration policy). All public classes are all taught in English.
7. Public training vouchers are in addition to any public training vouchers Customer may receive under Premium Support for Puppet Enterprise and Continuous Delivery for Puppet Enterprise.
8. Customer may purchase multiple quantities of this service to receive greater than 10 hours per week (e.g., a quantity of 2 TAMs equals up to 20 hours per week).