DATAROBOT PROFESSIONAL SERVICES PACKAGES

Effective: 13 December 2022

1. **Executive Summary**

Customer has purchased licenses to the Solution and Professional Services. This statement of work ("**Statement of Work**") describes the details of the Professional Services to be provided to Customer. Terms not defined in this Statement of Work shall have the meaning set forth in the Agreement.

2. **Description of Professional Services**

The Professional Services package purchased by Customer will provide Customer with access to and support from DataRobot resources (described in Section 3 below, collectively "**PS Resources**") to support Customer's implementation and use of the Solution as set out in the table below:

Product Name	Product Description
Starter Package – Managed Cloud	- Up to 4 hours per month of work by a Customer Facing Data Scientist; - Up to 2 hours per month of work by an AI Engineer; and 5 DataRobot University Subscriptions: Standard
Starter Strategy Package – Managed Cloud	- Up to 5 hours per month of work by a Customer Facing Data Scientist; - Up to 2 hours per month of work by an AI Success Manager; - Up to 2 hours per month of work by an AI Engineer; and 5 DataRobot University Subscriptions: Standard
Growth Package – Managed Cloud	- Up to 8 hours per month of work by a Customer Facing Data Scientist; - Up to 4 hours per month of work by an AI Success Manager; - Up to 4 hours per month of work by an AI Engineer; and 10 DataRobot University Subscriptions: Standard
Comprehensive Package – Managed Cloud	- Up to 16 hours per month of work by a Customer Facing Data Scientist; - Up to 8 hours per month of work by an AI Success Manager; - Up to 8 hours per month of work by an AI Engineer; 25 DataRobot University Subscriptions: Standard 10 DataRobot University Subscriptions: Premium
Augmented Package – Managed Cloud	- Up to 24 hours per month of work by a Customer Facing Data Scientist; - Up to 12 hours per month of work by an AI Success Manager; - Up to 12 hours per month of work by an AI Engineer; 35 DataRobot University Subscriptions: Standard 15 DataRobot University Subscriptions: Premium
Starter Package - On-Premise	- Up to 4 hours per month of work by a Customer Facing Data Scientist; - Up to 4 hours per month of work by an AI Engineer; and 5 DataRobot University Subscriptions: Standard
Starter Strategy Package - On-Premise	- Up to 5 hours per month of work by a Customer Facing Data Scientist; - Up to 2 hours per month of work by an AI Success Manager; - Up to 4 hours per month of work by an AI Engineer; and 5 DataRobot University Subscriptions: Standard
Growth Package - On-Premise	- Up to 8 hours per month of work by a Customer Facing Data Scientist; - Up to 4 hours per month of work by an AI Success Manager; - Up to 6 hours per month of work by an AI Engineer; and 10 DataRobot University Subscriptions: Standard
Comprehensive Package - On-Premise	- Up to 16 hours per month of work by a Customer Facing Data Scientist; - Up to 8 hours per month of work by an AI Success Manager; - Up to 12 hours per month of work by an AI Engineer; 25 DataRobot University Subscriptions: Standard 10 DataRobot University Subscriptions: Premium

Augmented Package - On-Premise	▪ Up to 24 hours per month of work by a Customer Facing Data Scientist; ▪ Up to 12 hours per month of work by an AI Success Manager; ▪ Up to 20 hours per month of work by an AI Engineer; ▪ 35 DataRobot University Subscriptions: Standard ▪ 15 DataRobot University Subscriptions: Premium
CFDS Hours	▪ Up to 1 hour per month of work by a Customer Facing Data Scientist
AI Success Hours	▪ Up to 1 hour per month of work by an AI Success Manager
AI Engineering Hours	▪ Up to 1 hour per month of work by an AI Engineer

3. **Scope of Activities**

3.1. The hours set for in the table in Section 2 above include: Customer-facing time, time spent by our PS Resources in preparation to deliver the mutually agreed upon Professional Services, as well as any follow-up time spent in delivering the agreed upon Professional Services.

3.2. Full descriptions of PS Resources are set out in Section 10 (Definitions) below.

3.3. **Customer Facing Data Scientist** (CFDS) activities may include customer enablement, use case deep dive discussions, and/or delivering data preparation workshops.

3.4. **AI Success Manager** (AI Success) activities may include idea generation workshops, use case feasibility workshops, and/or Solution delivery reviews.

3.5. **AI Engineer** activities may include technical deployment workshops, deployment environment reviews, and/or assistance with systems integrations designs.

3.6. DataRobot's sole responsibility is to provide the PS Resources described in the applicable package above. DataRobot shall perform the Professional Services at the direction of and as agreed with Customer. DataRobot will not be responsible for any specified or implied deliverables resulting from Professional Services performed.

4. **DataRobot Responsibilities**

4.1. Unless stated otherwise on the associated Order, Professional Services will be delivered remotely.

4.2. Customer shall provide all necessary machine time, remote access and related services required to support the Professional Services, including but not limited to remote and onsite access to hardware, servers, and data sources necessary for using the Solution and APIs, data preparation, implementation, and other tasks.

4.3. If required by DataRobot to deliver the Professional Services, Customer shall provide PS Resources with security access to the Customer location including the necessary hardware, working space, and access to facilities.

5. **Customer Responsibilities**

Customer shall provide reasonable access, cooperation, and information as necessary to permit DataRobot to perform the Professional Services.

6. **Cost and Fees**

6.1. If it is agreed that the Professional Services will be provided onsite, DataRobot shall be entitled to charge Customer for reasonable travel and related expenses pursuant to the terms of the Agreement.

7. **Days of Performance**

7.1. Professional Services will be performed Monday through Friday, excluding national holidays, during working hours, in the location where the Professional Services are to be performed by DataRobot.

7.2. Where possible, DataRobot shall provide Professional Services on days requested by Customer. However, Customer acknowledges that PS Resources may be unavailable at certain times if they have taken leave (e.g. sick leave, maternity or paternity, vacation or other paid time off or for administrative days such as

training days, volunteer time off or required attendance at company events).

8. **Term and Expiration of Services**

If Customer does not use all hours included in the Professional Services package purchased, any amounts paid by Customer are not refundable and unused hours shall expire at the end of the applicable month unless agreed in writing otherwise. Unused hours may not be rolled over from month to month, year to year or on renewal. Unused hours may not be applied to another DataRobot account.

9. **Other Conditions**

9.1. **Updates to DataRobot University Subscriptions**

9.1.1. DataRobot is continually seeking to improve the service it provides to customers, including the courses available through our DataRobot University Subscriptions catalogs. DataRobot shall be entitled to update the available courses, at any time, including, adding new content as well as removing courses that are outdated given changes to our Solution.

9.1.2. The number of DataRobot University Subscriptions described in the Section 2 table represent the number of University Subscriptions Customer shall have access to during a 12-month period, starting from the Subscription Start Date set forth in the Order and may be pro-rated as applicable based on the Subscription Term period.

9.2. **Professional Services Management and Communication Plan**

9.2.1. If relevant, project plans will be defined in collaboration with Customer's team.

9.2.2. Mutually agreed upon sprint and update meetings will be set up with Customer's team to ensure timely communication and management of issues.

9.2.3. Any project plan provided for the delivery of the Professional Services contains forecasts only. Delivery and completion dates can vary based on many factors, in particular Customer providing all assistance, information and other items when required. DataRobot shall keep customer regularly informed of progress against any project plan. DataRobot shall on request, provide information to evidence the time spent on delivery of the Professional Services.

9.3. **Order of Precedence**

If any of the terms of this Statement of Work conflict with any of the terms of any Order, then, unless otherwise set out in the Agreement, the terms of this Statement of Work will control solely with respect to the Professional Services covered by this Statement of Work.

10. **Definitions**

Data Scientist	means an individual who has the professional education, training, experience, and skill to (i) provide data science advisory support and subject matter expertise to facilitate the design, testing, and delivery of AI use cases on the DataRobot software platform; and (ii) to enable and educate value-producing customer end users to develop and/or deploy AI models on the DataRobot software platform.
AI Success Manager	means a named day-today account management resource and liaison to DataRobot support that is available to support and coordinate across DataRobot to facilitate new customer onboarding, quarterly business reviews, education of new product features & online resources and resolution of platform related questions.
AI Engineer	means an individual who has the professional education, training, experience and skill to (i) assist with integrating DataRobot software platform with a customer's infrastructure and data systems; (ii) gather requirements and advise on best-fit architecture and configuration to support the platform; (iii) design, build, and test production data pipelines to support AI models developed; and (iv) deploy DataRobot software platform.
DataRobot University Subscription:	means access to a catalog of self-paced courses and labs for an individual for one year. The full list of available courses is located at: https://university.datarobot.com/page/by-type

Standard	
DataRobot University Subscription: Premium	means access to a catalog of self-paced courses, labs, and virtual instructor-led courses for an individual for one year and one certification exam. The full list of available courses is located at: https://university.datarobot.com/page/by-type