



SOLACE EXPERT ADVISORY TERMS AND CONDITIONS

With the purchase of either a **Solace Essential Support** plan or a **Solace Advanced Support** plan (an “**Order**”), for the subscription term set forth in the Order (the “**Term**”), Solace will deliver to customer the Expert Advisory services as described below (the “**Support**”).

If customer does not have an agreement with Solace that contains terms that govern the delivery of professional services, then, in addition to these terms and conditions, Solace provides the Support to you pursuant to the terms and conditions set forth at <https://solace.com/legal>.

I. Support Description

Solace will make available one of its personnel (the “**Solace Expert**”) to customer to provide best practices guidance and setup assistance with Solace products for the duration of the Term.

The Solace Expert will work with the Customer to determine the activities to be delivered each week. Generally, it is intended that the Solace Expert will provide the Support for up to 12 hours per week. Any Support over and above the foregoing requested by customer are at Solace’s sole discretion and are subject to other Solace obligations and staff commitments. Any Support not used during a week, does not carry over to future weeks. If customer does not use any or all of the Support during the Term, Solace has no obligation to refund any amount to customer.

The Support delivered is expected to include the following subject areas but may cover additional Solace-related topics agreed between the Solace Expert and customer:

- A. **Business Discovery** – the Solace Expert will start customer on their Solace journey with a solid foundation by mapping use cases to Solace Event Driven Architecture (EDA) patterns & migration strategies, identify pain points with current technologies and define goals and objectives for success with Solace.
- B. **Event Design & Foundation** – Under guidance of the Solace Expert, customer will build on EDA foundation by defining core application and system architecture including topics space, event mesh.
- C. **Event Driven Case Implementation** – where applicable, a Solace Event Mesh will be deployed, configured and integrated into customer’s DevOps automation process in collaboration with Solace Expert. Solace Expert will then assist the customer to begin implementing use cases and applications with Solace.
- D. **Education and Workshops** – the Solace Expert will provide on-going training and workshops to educate customer’s teams on Solace products and capabilities.
- E. **Pre-Production & Go-Live** – Once customer’s Solace Event Mesh is ready to go live in production, the Solace Expert will execute a pre-production readiness assessment. After go-live, the Solace Expert may execute periodic Event Mesh health-checks.
- F. **On-going EDA Guidance** – After achieving initial success with Solace, the Solace Expert will continue to provide guidance and consultation to measure business value, refine procedures, and identify and onboard the next EDA use cases.

The Support will be delivered remotely during regular business hours by the Solace Expert unless otherwise agreed by Solace and customer. Unless pre-arranged with customer, the Solace Expert requires at least 4 hours advance notice of any need for Support. Any pre-arranged Support to be delivered after regular business hours will be counted at the rate of 2 hours for each 1 hour delivered.

II. Orders, Fees, and Taxes

Orders for the Support are non-cancellable and non-refundable. Fees (and any applicable taxes) for the Support are payable in advance (and not in arrears). Solace will invoice for the Support on or after the date customer signs the Order (the “**Effective Date**”). Unless stated otherwise in the Order, undisputed fees and taxes for the Support are payable by customer within 30 days of issue of the invoice by Solace. Any applicable direct pay permits or valid tax-exempt certificates must be provided to Solace prior to the Effective Date. If Solace is required to pay taxes, customer will reimburse Solace for such amounts. This section does not apply to any taxes payable based on Solace’s income.