

Learning Subscription

This Service Description describes the scope of services (including associated Customer requirements and benefits) for the Databricks Training Service identified above (the “**Service**”), and applies to the Service under Customer’s accepted Services Order.

Service Overview

Learning Subscription is a comprehensive offering that provides expert-led training classes for a variety of customer sizes. Choose from our diverse catalog of Instructor Led Training (ILT) classes, from Generative AI to data engineering, based on your business and Student needs.

Often the biggest challenge in adopting a new technology is not the technology itself – it’s the readiness of the people. Transformation to an open, unified and scalable data and AI platform requires investment in skills development to ensure that staff are not only capable of leveraging the power of the platform, but are able to do so while applying best practices. Databricks provides a range of training offerings to help drive this necessary talent transformation, so teams with different levels of experience can get what they need to accelerate their data and AI initiatives.

Learning Subscription includes public and private instructor-led training (ILT) that continuously enables diverse data teams, incrementally growing knowledge and competency.

Description of Services

In delivering Learning Subscriptions, Databricks provides the Service as described below, depending on which tier of the Service is purchased. Frequency and level of adoption of Student Entitlements will vary, depending on Customer and Student-specific objectives.

	Silver	Gold	Platinum
Overview	Skills development for smaller organizations, at up to 20% savings*	Skills development for small-to-medium-sized organizations, at up to 25% savings*	Skills development for medium-to-large-sized organizations, at up to 25% savings*
Engagement Level	<ul style="list-style-type: none"> Any Public or Private classes Private classes require minimum of 15 students/class 	<ul style="list-style-type: none"> Any Public or Private classes Private classes require minimum of 15 students/class 	<ul style="list-style-type: none"> Any Public or Private classes Private classes require minimum 10 students/class
TSUs	Up to 15 TSUs/quarter	Up to 30 TSUs/quarter	Up to 60 TSUs/quarter
Certification Vouchers	Not included	20 Certification vouchers	60 Certification vouchers
Duration	Priced on an annual (12 month) subscription basis; available in multi-year options		

*List Price for subscription package vs. averaged standalone cost of classes and other entitlements if purchased separately

Prerequisites

Throughout the subscription, Customer will assure that the following requirements are met, to enable the Service:

- **Academy Accounts.** Throughout the subscription term, all Students must have Databricks Academy accounts (for more information, visit customer-academy.databricks.com).
- **Student Pre-Registration.** Customer must provide Databricks its list of Databricks Academy user ids (email addresses) for each Student to be registered in a class, for whom TSU(s) will be redeemed.
- **Private ILT.** Customer must request Private ILT at least 4–8 weeks in advance. Any cancellations must be done 14 days in advance of the scheduled Private ILT, and conform with Databricks' other related [published training scheduling policies](#).
- **Redemption.** To redeem TSUs, please submit a request through the [training request form](#). TSUs must be redeemed during the applicable quarter of the subscription term and unused TSUs cannot be rolled over for use to a subsequent quarter or subscription term.

Out of Scope

- Databricks does not guarantee that Students will pass a Databricks Certification Exam after participation and completion of a course.
- Lab environments (if included in a class) cannot be used for production purposes, or any other purpose other than accessing and using labs to run approved practice exercises, nor can assistance provided during training be used to troubleshoot actual production issues or for technical support purposes.
- If a multi-year subscription is purchased, entitlements from one annual period cannot be pulled forward from a future period, and unused entitlements cannot be rolled over for use in a subsequent period.
- Instructor Led Training must be requested per Databricks' then-current published [request processes and policies](#).
- Any scheduled classes or other requested Databricks Services must be consumed (delivered) during the purchased term of the Subscription.

Certification Vouchers

- The quantity of Certification vouchers referenced in the table above is based on an annual (i.e., one year) subscription. The quantity of vouchers provided for multi-year subscriptions will be multiplied accordingly, but will be issued on an annual basis. (*Example*, if you purchase a three-year Platinum subscription, you will receive 60 certification vouchers annually (for three years).)
- Customer may distribute Certification vouchers to employees and internal contractors within its organization at its own discretion, but vouchers may not be transferred or resold (and may be voided if transferred or resold).
- Certification vouchers expire if not used within one year from the date of issuance, regardless of the subscription term purchased.

Success Credits

- Customers may purchase Learning Subscriptions as part of an upfront Order, or by redeeming Success Credits. Subscription periods acquired by redeeming Success Credits must co-terminate with (and cannot extend past) the end of the Expiration Period indicated in the relevant Order.
- Where Customer redeems Success Credits with less than a year remaining in its Expiration Period, Customer may acquire a pro-rated Learning Subscription charged at 6 or 9 months duration. (*Example*, if Customer has 4 months remaining before its Expiration Period ends, Customer will be charged for 6 months and use the Learning Subscription for 4 months. In this example, Customer's Learning Subscription

entitlements to Certification vouchers and TSUs will be provided based on the purchased subscription duration (Here, 120 TSUs and 30 Certification vouchers if a 6 month Platinum subscription is purchased.)

Additional Definitions and Terms

- **“Agreement”** means your agreement with Databricks providing general terms for our Services.
- **“Certification”** means a Databricks exam to assess technical proficiency in a specific area or set of areas relating to Databricks Platform Services. (The Certification voucher is a coupon code provided to Customer for a Student to take a Certification exam).
- **“Public”** Instructor-Led Training means a publicly-scheduled course available to any registrant via Databricks’ website.
- **“Private”** Instructor-Led Training means a class specially-scheduled by arrangement with Customer, just for Students from Customer’s organization. (Scheduling of Private ILT is subject to Databricks scheduling processes and policies, as referenced in your Order).
- **“Services Order”** may be any of these mutually-accepted formats placed under your Agreement: an Order, Success Credit redemption request, written statement of work, or similar document
- **“Student”** means a named individual who is registered to access and use the Service (and who may also be referred to as a user or learner).
- **“TSU”** or **“Training Subscription Unit”** equals one (1) seat for one (1) Student for one (1) day. However, for half-day classes, two (2) Students may enroll and such enrollment will count as one (1) TSU.
- **“we”, “us”** or **“our”** means Databricks, Inc. or its Affiliates.
- **“you”** or **“your”** means the Customer organization that placed the Services Order.