

# Scheduling Requests / Customer Success Credits Program Overview

(Last Updated: April 2023)

*This document provides information, terms, and process regarding scheduling Databricks Advisory Services and Training Services, as well as redeeming Customer Success Credits.*

## Scheduling Requests

### Scheduling Options

We offer a range of options to access Databricks professional services (**Advisory Services**) and education (**Training Services**). These include:

- **Pre-purchased Advisory Services and/or Training Services.** If not using Success Credits to acquire Advisory Services or Instructor-Led Training Courses, just contact your Databricks Engagement Manager to schedule.
- **Databricks Customer Success Credit Program.** If you have purchased flexible Customer Success Credits, you may redeem them to enjoy a wide variety of Advisory Services and Training Services before the end of the Expiration Period indicated in your Order.
  - View the **Customer Success Credit Program** details below, including scheduling options.
- **Public Courses & Certifications.** Visit our [Databricks Academy](#) to view available Public Courses and Certifications. Via Databricks Academy, we offer the ability to pay, register, and/or redeem Success Credits online for the options you select.
- **Private Courses.** Visit our [Databricks Academy](#) to view available Courses, then use an online option to request the Course be delivered as a Private class separately arranged for the exclusive benefit of your organization.
  - Private Courses are priced at a “Per Seat” basis where Seat = 1 Student/day, for a class size: 10–18 students. All students must attend all sessions of a multi-day class.

## Expiration Period

Customer Success Credits, and pre-ordered or pre-purchased Advisory Services and Training Services, can be applied to eligible Services delivered within the Expiration Period indicated on your Order, and expire if Services are not used (delivered) within the Expiration Period.

## Scheduling Policies (Training Courses)

Please refer to the Training FAQ page for policies regarding confirmation, adjustments, and cancellation: <https://www.databricks.com/learn/training/training-faq>.

## Scheduling Policies/Change Requests (Advisory Services)

Generally requests for Advisory Services must be submitted at least 4 weeks before the desired start date. While Databricks makes reasonable efforts to accommodate scheduling requests, personnel availability is subject to Databricks resourcing and discretion.

Customer must notify its Databricks Project Manager at least 10 business days in advance of any request to reduce or postpone delivery of Advisory Services (whether initial start date or during execution). Changes are subject to confirmation from the Databricks Resource Management team. If Customer does not provide at least 10 business days advance notice of requested changes, Databricks reserves the right to charge for the planned execution days.

## Scheduling Policies (Guided Success Subscriptions)

Guided Success Subscriptions provide different benefit levels, based on purchased Silver, Gold, Platinum or Double Platinum tier, and are delivered in accordance with the then-current Guided Success Subscription Datasheet (viewable [here](#) or available from your designated Databricks expert).

Your Databricks Engagement Manager can introduce you to your designated Databricks expert, who will deliver or coordinate Guided Success services for you.

# Databricks Customer Success Credit Program

## Program Overview

If you are a customer who has acquired Databricks Customer Success Credits (**Success Credits**), either from Databricks or a Databricks authorized reseller under an Order form accepted by Databricks (**Order**), you may redeem Success Credits for a wide range of Training Courses, Training Certifications or Advisory Services available on Databricks' then-current Success Credit Price List. Success Credits may only be redeemed for services delivered in the Expiration Period specified in your Order.

View the below for additional instructions, terms, and how to redeem your Customer Success Credits. Contact your Engagement Manager for the most current Success Credit Price List which outlines available offerings and Success Credit redemption values.

## Course Catalogue

View our catalogue of currently-scheduled Public Instructor-Led Training:

<https://www.databricks.com/learn/training/schedule>

## Training and Certifications

We offer the convenience of two options to request to schedule Training Services and Certifications and redeem Success Credits. You may either use our online process to submit requests, or (for success credits only) complete and email us a [Redemption Request](#) form. To learn more:

- **Public Classes & Certification Exams.** Visit [Databricks Academy](#) to view Course options, and submit an online [Public Training Request](#) to register for scheduled Instructor-led Public classes or request a Certification Exam voucher.
- **Learning Subscriptions.** Visit [Learning Subscriptions](#) on Databricks Academy, to explore Silver, Gold or Platinum subscription options.
- **Private Classes.** Request a Private class (scheduled just for attendees of your organization) by submitting an online [Private Training Request](#). Private classes should be scheduled as far in advance as possible, preferably at least 15 days before the desired dates. Databricks tries to accommodate schedule requests as reasonably practicable; advance notice helps us offer more options.

## Advisory Services

View the Customer Success Credit Price List for available Advisory Services, and redeem associated Success Credits by completing a [Redemption Request](#).

## Success Credit Redemption Values

When completing a Redemption Request, refer to the current Customer Success Credit Price List for Success Credit redemption values. (Available from your Databricks Engagement Manager).