

Databricks Academy Pro – Support Edition

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

Databricks Academy Pro – Support Edition is a comprehensive annual subscription that provides individual users with unlimited access to Databricks' full catalog of curriculum and learning modalities — including Blended Learning, public instructor-led classes, Academy Labs, and certification exam — to drive the most integrated and flexible enablement experience for customers.

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 enablement services to help drive this necessary talent transformation, so teams with different levels of experience can get what they need to reduce risk and accelerate their data and AI initiatives.

Databricks Academy Pro – Support Edition removes modality lock-in, allowing users to upskill on all topics regardless of whether they prefer to learn self-paced, with a live instructor, hands-on, or a mix of all.

Databricks Academy Pro Support Edition – a differentiated version of standard [Databricks Academy Pro](#) – is a starter enablement pack included in each [support](#) tier at no additional cost to the customer. Designed for just a core team on Databricks, customers requiring broader workforce enablement, private training or custom training can engage their Account Team or Customer Enablement Architect for expanded free and paid enablement options.

Description of Services

Databricks will provide the Service as described below in delivering Databricks Academy Pro – Support Edition. Frequency and level of adoption of User Entitlements will vary, depending on Customer and User-specific objectives.

Benefit Areas	Service Features
Overview <i>Comprehensive training subscription for individuals and organizations</i>	● Duration. The Databricks Academy Pro – Support Edition entitlement period will coincide with the service period of the underlying support contract. ● Full Catalog Access. Users have unlimited access to Databricks enablement curriculum across all personas, including technical

	and business user learning paths. • Mix of Learning Modalities. Databricks Academy Pro – Support Edition is a comprehensive bundle of learning modalities (see below) designed for all types of learning styles — removing modality lock-in so users can learn in whatever way works best for them.
Unlimited Access to Blended Learning <i>A blend of self-paced, hands-on learning with weekly instructor-led reviews to upskill users flexibly without compromise</i>	Unlimited access to our Blended Learning offering. Details at https://www.databricks.com/learn/training/blended-learning
Unlimited Access to Public Half Day Instructor-Led Classes <i>Learn in live, instructor-led classes with hands-on labs</i>	Unlimited access to all Databricks half-day public, live instructor-led classes delivered across learning paths, languages and timezones. Half-day public classes at https://www.databricks.com/training/catalog?duration=4h&types=led
Unlimited Access to Databricks Academy Labs <i>Hands-on practice in real Databricks environments</i>	Unlimited access to all Databricks Academy Labs for hands-on, guided practice exercises in live Databricks environments.
Certification Exam Voucher <i>Validate your expertise with industry-recognized credentials</i>	Customer receives one (1) certification exam voucher per Databricks Academy Pro User subscription each annual subscription period.

Entitlements by Tier: Academy Pro – Support Edition

Support Tier	Academy Pro – Support Edition	Access Period
Business	25 seats	User licenses are valid for the entirety of the service period identified on the Order Form.
Production	100 seats	
Mission Critical	300 seats	

Terms

Throughout the engagement, Customer will assure that the following requirements are met, to enable the Services:

- **Academy Accounts.** Throughout the subscription term, all Users must have Databricks Academy accounts (for more information, visit customer-academy.databricks.com).
- **User Enrollment.** Customer must provide Databricks its list of Databricks Academy user IDs (First name, Last Name and Email Addresses) for each User for whom a Databricks Academy Pro – Support Edition license is entitled to. These user IDs will be added to the allow-list granting each User access to the Databricks catalogs and entitlements during the subscription term.
- **Customer Learning Contact.** A customer learning contact is required at the point of purchase to ensure delivery of entitlements.
- **Access Period.** User licenses are valid for the entirety of the service period of the underlying Support contract. Unused licenses cannot be extended beyond the contract term.

Databricks Certification Exam Voucher

- Each Databricks Academy Pro – Support Edition subscription includes one (1) certification exam voucher per annual subscription.
- Certification exam vouchers are issued at point of purchase and must be redeemed by users with the Customer's company email domain.
- Certification exam vouchers are valid for 12 months from date of issuance. No extensions or re-issues will be granted.
- Certification exam vouchers may be distributed at Customer's discretion to individual users with the Customer's company email domain, provided the total number issued does not exceed the quantity purchased.

Out of Scope

- Databricks does not guarantee that User will pass a Databricks Certification Exam after participation and completion of a course.
- Licenses are assigned to individual users and are non-transferable. Licenses cannot be shared or used by anyone other than the User. Sharing of a User's credentials may void that license at Databricks' discretion.
- Lab environments cannot be used for production purposes, or any other purpose other than accessing and using labs including running approved practice exercises.
- Support cannot be used for troubleshooting of actual production issues and/or for technical support purposes, and training support tickets cannot be used to submit requests for technical support of Platform Services.
- Databricks Academy Pro – Support Edition does not include private or tailored instructor-led training, which is separately purchasable as Private Instructor-Led Training (ILT).
- Any scheduled classes or other requested Databricks Services must be consumed (delivered) during the purchased term of the subscription.

Additional Definitions and Terms

- **"Agreement"** means your agreement with Databricks providing general terms for our Services.
- **"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.
- **"User"** 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).
- **"we", "us" or "our"** means Databricks, Inc. or its Affiliates.
- **"you" or "your"** means the Customer organization that placed the Services Order.