

FAQ - Looker Customers migrating to Google Cloud backend systems

Contract Terms

Q. Why are we making these contractual changes?

- A. Looker has been acquired by Google, and is now part of Google Cloud. As a result, we are updating the Looker terms of service to more closely align to Google's terms and practices and ensure that all customers can leverage the benefits and support provided via standardized Google terms and associated programs.

Q. When will this change take place?

- A. We will reach out to you prior to expiration of your existing Looker subscription to discuss this transition with the intent to have the new contract terms take effect at the time of your next subscription renewal.

Q. I already have a GCPLA in place - do I still need to sign a new agreement?

- A. Yes. The GCPLA terms are specific to GCP services and do not apply to Looker services. We will discuss the proper Looker contracting framework with you prior to your Looker subscription renewal.

Q. I already have a Cloud Master Agreement (CMA) in place - do I still need to sign something else?

- A. Yes. You will need to also accept the terms outlined in the new Looker Services Schedule.

Q. I have a G Suite Agreement in place - do I still need to sign something else?

- A. Yes. The G Suite agreement terms are specific to G Suite services and do not apply to Looker services. We will discuss the proper Looker contracting framework with you prior to your subscription renewal of Looker.

Q. I am a current Google Cloud customer. If I transition to a new agreement, will my Looker spend be eligible to draw down my existing Google Cloud commit?

- A. You may be able to apply your Looker spend to an existing Google Cloud commitment if you already have a Pricing Addendum in place with Google. Subject to internal approvals and specified service exceptions (e.g. no PSO services), Looker can be added to the Pricing Addendum via an amendment. Please work with your dedicated Renewal Manager with any questions on this process.

Q. My Looker subscription is set up to automatically renew. Will I still need to sign a new contract?

- A. Yes. In order to ensure that you can leverage the benefits and support provided via standardized Google terms and associated programs, you will need to transition to a new contract that aligns more closely to Google's terms and processes. We will reach out to you prior to expiration of your Looker subscription to ensure the new contract terms are in place with your next Looker subscription renewal.

Q. My legal department is going to want to review the new agreement. Can they review the contract terms prior to renewal of our Looker subscription?

- A. Yes. The Looker Terms of Service (ToS) can be reviewed at looker.com/terms, but they are non-negotiable. Your renewal order form will simply refer to looker.com/terms. Larger customers who have purchased other Google Cloud products or intend to purchase other Google Cloud products in the future, may consider entering into a Cloud Master Agreement and Looker Services Schedule. The Cloud Master Agreement is a set of general terms that would apply to all Google Cloud products while the Looker Services Schedule contains Looker product specific terms.

Q. I am a current Google Cloud customer with Premium, Platinum or enterprise support agreement. How will I get the Premium support moving forward for Looker?

- A. You will be able to purchase Premium support for Looker and leverage the Google Cloud Admin Console for support requests starting Q4 2020. You will be able to bundle Looker support into your overall Google Cloud Support agreement at renewal of your Looker support contract.

Q. What are the main differences between the new terms and my existing Looker terms?

- A. The main difference you'll note between the old Looker MSLA terms and the new contract terms is the terminology. We've adopted Google's contract terminology to ensure consistency throughout Google contracts. In addition, we have adopted certain provisions that we believe customers will find beneficial, such as:

- Incorporating data processing and security terms in the agreement;
- Adding a requirement for Looker to provide at least 12 months notice before discontinuing any services or associated material functionality, unless Looker replaces such discontinued service or functionality with a materially similar service or functionality; and
- Expanded liability coverage for IP infringement and indemnification obligations.

Q: Who will be my key point of contact?

- A. Your key account contact will remain the same throughout this process. During our preparation for integration to Google Cloud, we have prioritized a seamless transition for our customers and appreciate the role continuity with your Looker contacts has in supporting you throughout the shift.

Q: How do I get support on the Google Cloud console?

- A. If you are a GCP Premium, Platinum or Enterprise Support customer, when creating support cases for Looker, you can file the request by using the Looker component in the Google Cloud Admin Console.

Q: Where will I continue to get my Looker support?

- A. You can continue to raise Looker support cases through the Looker Support Help Center and in-app chat.

Billing & Payments

Q: Why are we making these finance-related changes?

- A. As a part of our Google acquisition, we are integrating our backend systems and shifting contract ownership to Google.

Q: Where will I be submitting payments?

- A. Please refer to your invoice for the location to submit payment to. Make sure to update your systems to ensure that payments are submitted correctly for any invoices issued with new instructions.

Q: What do I do if I have prior invoices that I have not yet paid?

- A. Please submit payments to the instructions provided on your invoice. If your invoice was issued prior to cutover to Google systems, please provide payment to the location you

had previously remitted payment to. When you receive an invoice from Google, you should then remit payment to the new location.

Q: Are there changes made if paying by credit card, wire, or check?

- A. If you are currently paying by wire transfer or check please follow the updated instructions provided on your Google invoices. If you are paying by credit card, your renewal manager should be reaching out to discuss appropriate options moving forward.

Q: What are the changes I may experience upon billing out of Google systems? Will my invoice have the same look and feel? Should we expect the same level of line detail in the new invoice?

- A. You should not experience much change in the level of detail on the new invoices. The only changes you should be experiencing are the Google logo and new payment locations and instructions.

Q: If I have questions on my bill, who do I speak with?

- A. If you have questions on a Looker invoice, you should still reach out to your Looker point of contact and they will ensure your questions are handled appropriately. Once transition has occurred to Google invoicing systems, you can reach out to the email at the bottom of your invoice for any billing questions.

Q: Will my account number change? Where do I find my new account number?

- A. If you are not a current Google Cloud customer, your account number will change. The new account number will be found on your first Google invoice.
- B. If you are both a Google Cloud and Looker customer, your account information will be merged to your Google Cloud account.

Q: We are an existing Google customer. Will our credit limit be increased/decreased?

- A. The Google customer credit team will review credit limits on a case-by-case basis per existing policy. Customers should also visit the [payment center help portal](#) for additional information.

Q: We currently have an outstanding credit memo or refund request with Looker - can this be applied to a future Google invoice?

- A. For all outstanding credit memos and refund requests, please reach out to your Looker point of contact directly.