Data Migration Services

Description of Services
Gong will conduct a single data import from the third-party platform described on Customer's Order Form ("3rd Party") for Customer. Gong will provide resources to work with Customer to ensure the data import is successful. Data import success is dependent on: (1) Customer's right to export data from 3rd Party, (2) Customer's explicit authorization granted to Gong to export its data from 3rd Party, and (3) Customer's participation and ongoing engagement.

Engagement Schedule
The "SOW Effective Date" means the last signature date on the applicable Order Form. All Services must be consumed within 30 days from the SOW Effective date. Any Services not consumed within said 30-day period will expire with no further credit or refund and shall have no value thereafter. For sake of clarity, the following must be true in order to perform a 3rd party data import:

Customer must have both of the following;

1. Access to the 3rd Party system for a minimum of 30 calendar days after the SOW Effective Date.
2. Purchased a Gong platform subscription.

Limits within the package are designed to ensure Gong meets Customer expectations. The following Data Migration size is referenced on your Order Form. Any variations from the limits below may result in a change order.

Service Limits
Gong offers Data Migration according to the following tiers, If Data Migration size is not defined on the Order Form, Data Migration Small is defaulted as in scope of this SOW.

Size	Small	Large
Number of web conference recordings migrated	Up to 10,000	Up to 50,000

Engagement Activities
Gong will work with Customer to perform the data import. Below are the required steps in order to perform the data import:

- Customer users provisioned and configured in Gong. Users must be created, activated and configured in Gong to import telephony calls.
  - A single "integration user for migration" is created and configured manually in Gong. This user will be associated with imported calls in the event the Gong call cannot be imported with the original 3rd Party call recording to the user association.
- Gong setup completed. Gong is connected to all applicable Customer systems (e.g., CRM, Email/Calendar, Web Conferencing, Phone Dialers).

- Call recording is turned off in the 3rd Party system. This ensures no, or minimal call recording data is duplicated in Gong.
- Gong imports customer Calls. Gong will utilize Customer provided credentials (e.g., API token, or username / password) to Customer's 3rd Party system in order to import 3rd Party calls into Gong.

Engagement Requirements

The following are required for a 3rd Party data migration to occur.

- 3rd Party system
  - Customer must create an API token and a username/password for Gong in a 3rd Party system.
  - Customer must disable SSO authentication for the user account/credentials provided.

Engagement Assumptions

This Engagement requires Customer's active participation and coordination for success. The following requirements must be met. Delay by Customer with respect to any items below may delay or inhibit Gong's ability to deliver the Services:

- 3rd Party data and access:
  - Customer confirms it has the right to transfer data and has validly authorized Gong to assist in the process.
  - Customer is responsible for working directly with the 3rd Party for continued access to data throughout the transfer process.
  - Customer understands that Gong has no relationship with the 3rd Party.
  - Customer understands that 3rd Party API limits apply.
  - API limits, call media file sizes and 3rd Party download throughput may impact Customer's expected timelines based on data volumes.
  - Gong will not update, modify, or create Customer Data or relationships in Salesforce.com.
- Gong Setup:
  - Minimum length of calls as configured in Gong will be respected, and calls not meeting the minimum will not be imported into Gong.
  - Gong users must be configured (with the same email address that exists in the 3rd Party system) to be allowed to import telephony calls and activated or the call will be imported and associated with the "integration user for migration".
- Gong Data Import
  - Gong will only migrate web conference recordings. No audio-only files will be migrated.
  - The data migration process should start at least 30 days prior to the termination of 3rd Party system access to ensure all calls are imported.
  - Any 3rd Party calls that do not match an existing or active Gong user will be imported and associated with "integration user for migration".
  - If 3rd party calls match to an existing or active Gong user who does not have call import enabled these calls will be associated to the "integration user for migration"
  - The maximum time frame of calls to be migrated is 6 months. If there are more than 50k calls within those 6 months, Gong will migrate the most recent 50k calls.

- The migration process will not identify call participants within calls in Gong but will associate calls in Gong to Salesforce CRM Accounts and/or Opportunities if the calls are associated with Accounts and/or Opportunities in the 3rd Party system.
- If the Accounts and/or Opportunities no longer exist in the CRM system, or the IDs are incorrect or missing, then calls will be migrated to Gong, but they may not be mapped to CRM records in Gong.
- If the 3rd Party system has deleted call media, or otherwise presents missing call media files or related technical issues, those calls may not be imported into Gong successfully.
- If the 3rd Party system is deactivated before the Gong data migration completes, then all calls may not be imported into Gong successfully.