

Fivetran Managed Context Service Terms - Design Partner

Effective April 28, 2026

These Terms ("**Terms**") supplement the terms of the Master Subscription Agreement or other agreement governing the use of the Fivetran Products ("**MSA**") entered into between Fivetran and the entity using the Fivetran Products ("**Customer**") and the [Software and Service Specific Requirements for Fivetran AI](#) ("**AI Requirements**") (collectively, the "**Agreement**").

By accessing and using the Fivetran Managed Context Service ("**Context Service**"), you confirm that you have read and agree to these Terms. You further represent that you are authorized to accept these Terms on behalf of Customer and that Customer is bound by these Terms and the AI Requirements. You agree that Customer will access and use the Context Service solely in accordance with the Agreement and these Terms.

Capitalized terms used but not defined in these Terms have the meanings ascribed to them in the Agreement (or if not defined in the Agreement, in the Master Subscription Agreement located at <https://www.fivetran.com/legal>, or such successor URL as may be designated by Fivetran) (the "**Website**"). Notwithstanding anything to the contrary, in the event of a conflict between these Terms and the Agreement, these Terms shall control.

These Terms, together with the Pre-commercial Feature terms in the Agreement, apply only while the Context Service is made available as a Pre-commercial Feature and will automatically terminate with respect to the Context Service once it is no longer offered as a Pre-commercial Feature.

1. Access to the Context Service is currently offered as a Pre-Commercial Feature on a research-preview basis and Customer agrees as follows:
 - a. Customer's use of the Context Service is subject to the trial and pre-commercial feature terms in the Agreement, or if no such terms are in place, then use of the Context Service shall be subject to the Trial Products and Pre-commercial Features terms in the Master Subscription Agreement located at the Website. Customer may use the Context Service for the sole purposes of testing and evaluating its capabilities internally. Customer may not provide, share, or publish the Context Service to any third party.
 - b. The Context Service is provided on an 'as-is' basis, without warranty of any kind, and without any commitment to provide continued availability, support, or future functionality. Customer understands that the Context Service may not be complete, functional, or error-free, and that Fivetran makes no representations regarding the quality, accuracy, or reliability of the Context Service. Fivetran may stop developing the Context Service at any time without liability to Customer, or suspend or terminate Customer's access to or use of the Context Service at any time.
 - c. Customer agrees to (i) meet weekly and participate in ongoing dialogue with Fivetran relating to Customer's use of the Context Service and its performance, functionality, specifications and support ("**Context Service Feedback**"), (ii) designate a point of contact with sufficient permissions to configure the Context Service, and (iii) encourage and promote the use and evaluation of the Context Service. Customer grants Fivetran a perpetual, irrevocable, non-exclusive, worldwide, fully paid, sublicensable, and assignable license to

incorporate such Context Service Feedback into the Context Service, Fivetran Products, Professional Services, or otherwise use such Context Service Feedback, without such use being attributable to Customer or its Users.

- d. So long as Customer remains in compliance with these Terms, Fivetran grants Customer free usage of the Context Service for three (3) months following Fivetran's decision to charge for the product.

2. Notwithstanding anything to the contrary in the Agreement, Customer's use of the Context Service is subject to the following provisions:

- a. **"AI Knowledge Base"** means the various Connections, data sources and information designated by Customer for use with Fivetran AI. **"Customer Materials"** means the AI Content (as defined in the AI Requirements), AI Knowledge Base, and the associated Customer Data. For clarity, the Context Service will only access and use the subset of Customer Data associated with the AI Knowledge Base.
- b. Customer is solely responsible for Customer Materials, configuring the AI Knowledge Base, and provisioning Users, including user access and permissions to the Knowledge Base. Fivetran will have no obligations or liability as to any loss resulting from Customer's configuration or administration of the Context Service.
- c. Fivetran will not share Customer Materials with any other customer nor use Customer Materials to train models used by the Context Service. Fivetran may use AI Content to provide, maintain, support and improve the Context Service.
- d. Notwithstanding anything to the contrary in the Agreement, in the event Customer's access to or use of the Context Service is suspended or terminated, any AI Content and data generated in connection with Customer's use of the Context Service may be deleted or inaccessible.

We reserve the right to update these Terms from time to time, upon notice to Customer. If Fivetran does make updates, Fivetran will update the effective date at the top of these Terms. By using the Context Service, Customer agrees to the latest version of these Terms.

This Agreement constitutes the complete and exclusive statement of the mutual understanding of the parties with respect to its subject matter and supersedes and replaces all prior and contemporaneous written and oral agreements, communications, and understandings relating to such subject matter.