

Apigee Customer Success

Apigee Services Units Specification

Apigee Services Units (Pre-Paid Services)	
Service	Description
Delivery Model	<p>Each Apigee Service Unit (ASUs) is a prepaid, non-refundable day (with a maximum of eight hours) of service provided by Apigee Customer Success. ASUs are a “currency” through which Apigee Customer Success team can be engaged to deliver Apigee professional services. Once purchased, the Apigee Customer Success team will engage with the client to define and execute the objectives, activities, and deliverables of the ASUs upon a mutually agreed upon schedule between the client and Customer Success team. ASUs are provided to Apigee clients on a time-and-materials basis. Expenses related to travel will be per the service agreement document. Any time spent traveling will considered to be billable time and drawn down against purchased ASUs. Should travel expenses need to be billed, the costs will be based upon actual expenses incurred.</p> <p>Any changes to, or cancellation of, agreed to schedules must be provided a minimum of two weeks prior to the schedule start date(s).</p>
Client Engagement Model	<p>ASUs are offered as services managed under the client’s direction and supervision. Apigee consultants will provide status reporting of the assigned activities, should they be requested by the client prior the start of work. For project based utilization of Apigee Customer Success, consider Statement of Work (SOW)- based services.</p>
Extension	<p>If days service needed are anticipated to exceed the number of days of ASUs purchased or if actual days worked have exceeded number of days of ASUs purchased, Apigee Customer Success will notify the client. Additional ASUs may be purchased through written (e.g. PO) client confirmation.</p>
Duration	<p>Unused ASUs expire on the twelve-month anniversary of their purchase date. No credit or extensions will be given for expired ASU's.</p>