# The Vendor Page

*One page for the AI workload you'd miss most: who you'd call, what the contract says, and what a bad day costs.*

On November 12, 2026, Nvidia said its CEO had resigned and named an interim CEO the same day, and its new chair said "we expect the company's operations, customer commitments and product roadmap to continue without interruption." That's the right answer for a customer to hear. This sheet is the one page I'd fill in for the AI workload I'd miss most, before Black Friday.

## Pick the workload

**The AI workload we'd miss most** _____

**What stops if it stops** _____

## Who's on the other end

For each layer, write the company and a person you could actually reach on a bad day. "Where it runs" is the cloud and where the hardware sits; "the layer below" is whoever they rent GPUs or datacenter space from. If you buy straight from the model provider, the first two rows are the same company.

| LAYER | COMPANY | WHO WE'D CALL | LAST SPOKE | IF THEY LEFT, WHO'S NEXT? | WOULD THEY PICK UP? |
|---|---|---|---|---|---|
| *Example: Product* | *(the app your team logs into)* | *(a name, not a support queue)* | *(a date)* | *(a second name)* | *Yes, we ran a tabletop in October* |
| The product we use | | | | | |
| The model behind it | | | | | |
| Where it runs | | | | | |
| The layer below | | | | | |

## What the contract says

Write the clause and the number. If the contract doesn't say, write "none."

**Days of notice before a price change** _____

**What happens if their key people change** _____

**Months of exit help we're owed if we leave** _____

## Put a number on a bad day

**The cost of one hour without it** _____

**The outage the business has agreed it can tolerate, per incident and per year** _____

**How long a move would take, and who makes that call** _____

PASS OR HOLD

**Pass if a move takes less time than the outage you can tolerate, or you've written down what happens if it doesn't; every contract line names a clause and a number; and you've spoken with the person you'd call, and know who's next if they leave, in the last 90 days. That last one is my rule, not a standard. "Standard terms," "not sure" or "none" is a hold. On a hold, I'd run a tabletop exercise before our busiest week, with the vendor if they'll join and on our own if they won't.**

**Scope.** This is the order I'd go in. It isn't a contract review and doesn't replace one. The Nvidia quote is from its November 12, 2026 announcement.

*I sell AI software, so I'm on pages like this one. Fill it in for my company the same way you would for anyone else.*



Ben Pickett

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