We place great value on your success as a Salesforce partner. That’s why we’re committed to supporting your business with our Partner Success Plans, which include a range of services to help answer your questions, resolve your technical issues, and get your solutions and apps to market quickly.

**Partner Premier Plan**

When you need help on implementing solutions and/or applications, Partner Premier Plan gives you direct access to expert technical resources allowing you to go to market faster. Benefits of Partner Premier Plan include:

- **Continuous coverage:**
  24/7 global phone and online support.

- **Fast response time:**
  Within 1 hour for critical issues.

- **Assigned Success Manager:**
  Understands your business, projects and issues, proactive case management and technical best practices.

- **Developer support:**
  Error-related troubleshooting and code analysis, plus best practices to help you build apps and solutions on the Force.com platform.

- **Success review:**
  Analyze case trends, escalations and your overall experience to ensure you’re receiving the full value from your Partner Premier Success subscription.

**Partner Premier Plan–Reseller**

In addition to providing developer support for your integrated custom solutions, Partner Premier Plan–Reseller will help you with customer escalations. For example, if your customer has an unresolved issue with Salesforce applications, you can contact Premier support—after you’ve provided first and second line support—and we’ll provide the necessary assistance to help you close the case. You’ll get all the benefits of the Partner Premier Plan, plus the power of Salesforce technical support to provide fast resolution to your customers’ issues.

**Partner Standard Plan**

Our Partner Standard Success Plan includes access to self-help resources and the ability to log cases for functional and technical issues via the Partner Community. Responses to cases are provided within 2 business days, during local business hours.

**Partner Developer Support Plan**

If you are a partner who needs direct access to our developer support experts in addition to the Partner Standard Success Plan, you can purchase a Partner Developer Support Plan to get support on difficult technical issues (max 20 cases) with a response time of 2 business days, during local business hours.
## Compare Partner Success Plan Offerings

Use the following table to get details on the benefits provided with the Partner Success Plans.

<table>
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<tr>
<th>FEATURES</th>
<th>STANDARD</th>
<th>PARTNER DEVELOPER SUPPORT</th>
<th>PARTNER PREMIER</th>
<th>PARTNER PREMIER RESELLER</th>
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<tbody>
<tr>
<td>Support initial response time by case Severity Level¹</td>
<td>2 business days</td>
<td>2 business days</td>
<td>Severity 1: 1 hour</td>
<td>Severity 1: 1 hour</td>
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<tr>
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<td>Severity 2: 2 hours</td>
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<td>Severity 3: 4 hours</td>
<td>Severity 3: 4 hours</td>
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<td></td>
<td>Severity 4: 8 hours</td>
<td>Severity 4: 8 hours</td>
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<tr>
<td>Partner Program Cases²</td>
<td></td>
<td>1 business day</td>
<td>1 business day</td>
<td></td>
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<tr>
<td>24/7 Toll-free Phone Support³</td>
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<td>✔️</td>
<td>✔️</td>
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<tr>
<td>Assigned Success Manager</td>
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<td>✔️</td>
<td>✔️</td>
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<tr>
<td>Partner Premier Success Review</td>
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<td>✔️</td>
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<td>Developer Support</td>
<td>✔️</td>
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<tr>
<td>Access to Premier Training Catalog</td>
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<td>✔️</td>
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</tbody>
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1. Severity level definitions (language changed to align with definitions in partner community):
   - Severity 1: Critical - Production issue affecting all users; system unavailability; data integrity issues. Can only be opened by phone.
   - Severity 2: Urgent - Critical functionality is not working or unavailable, and no workaround is possible. Business stopping.
   - Severity 3: High - Critical functionality is partially impacted, but a complex workaround is possible. Major impact to business.
   - Severity 4: Non-critical functionality is impacted, but a simple workaround is possible or not needed. Low or moderate impact to business.

2. Partner Program cases do not cover inquires related to orders, licensing or cancellations.
3. 24/7 phone coverage is English language only. Additional language support offered in region during local business hours.
4. Partner Developer Support case pack is maximum 20 cases per subscription. Any remaining cases upon expiration may not be transferred or credited. Additional developer support requires an upgrade to Partner Premier.

## Developer Support Features

<table>
<thead>
<tr>
<th>FEATURES</th>
<th>Developer Support</th>
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</table>
| Force.com code (Apex), Force.com Pages (Visualforce), & Lightning | • Explanation of governor limits  
• Salesforce error message troubleshooting  
• Error-related code review of Force.com classes and triggers (up to 200 lines)  
• Force.com code and Force.com pages best practices and recommendations |
| Web Services API | • Salesforce error message troubleshooting  
• SOAP message capture and review  
• Web Services API best practices and recommendations |
| Salesforce.com-supported Developer Toolkits (AJAX, Force.com Migration, Force.com IDE, etc.) | • Salesforce error message troubleshooting  
• Toolkit best practices and recommendations |

## Signing Up is Easy

If you are interested in a Partner Premier Success Plan, please contact your Partner Account Manager to discuss services offered and which plan is best for you. If you do not have a Partner Account Manager, please log a case from the Support tab in the Partner Community, and choose the “Partner Success Plans” case topic.