PREMIER SUCCESS PLAN AND PREMIER+ SUCCESS PLAN
for Sales Cloud, Service Cloud, Force.com Platform and Salesforce Chatter*

General. If purchased, the Premier Success Plan or Premier+ Success Plan will be provided to Customer's Users in accordance with this description. Users can submit cases over the Web or by telephone. SFDC will use commercially reasonable efforts to promptly respond to each case, and will use commercially reasonable efforts to promptly resolve each case. Actual resolution time will depend on the nature of the case and the resolution. A resolution may consist of a fix, workaround or other solution in SFDC's reasonable determination.

Premier Success and Premier+ Success Plans may not be purchased for a subset of subscriptions to included products in any given Org. When purchased, Premier or Premier+ Success Plans must be purchased for all such subscriptions to included products in any given Org. Therefore, Customer may incur additional Premier or Premier+ Success Plan charges as new subscriptions for included products are added to an Org. See link in footer below for a full list of included and excluded products. Additionally, only one level of support can be associated with a given Org at any one time. For example, a customer cannot have Premier and Premier+ Success support within the same Org.

For clarity, neither the Premier nor the Premier+ Success Plan includes implementation of the Services. The Premier and Premier+ Success Plans are for ongoing support and administration of the Services after the Services have been implemented.

Designated Contacts. "Designated Contacts" are Users Customer identifies as primary liaisons between Customer and SFDC for technical support. Customer shall identify between one (1) and four (4) Designated Contacts. Customer may be charged an additional fee for Designated Contacts in excess of four (4) at any given time. Customer shall notify SFDC whenever Designated Contact responsibilities are transferred to another individual.

Customers' Designated Contacts shall be responsible for:
1. overseeing Customer's support case activity,
2. developing and deploying troubleshooting processes within Customer's organization, and
3. resolving password reset, username and lockout issues for Customer.

Customer shall ensure that Designated Contacts:
A. have completed, at a minimum, the basic Services administration course currently titled "Administration Essentials," which is included at no additional charge as part of online training,
B. have completed any supplemental training appropriate for the Designated Contact's specific role or Customer's usage of the Services,
C. are knowledgeable about the applicable Services in order to help resolve, and to assist SFDC in analyzing and resolving, technical issues, and
D. have a basic understanding of any problem that is the subject of a case, and the ability to reproduce the problem in order to assist SFDC in diagnosing and triaging it.
E. co-ordinate Success Program activities with SFDC Success Program representatives, as applicable

Telephone Support. Telephone support in English is available twenty-four hours a day, seven days a week. Telephone support in French, German, Italian and Spanish is available from 8:00 a.m. to 6:00 p.m. GMT, excluding weekends and holidays. Telephone support in Japanese is available twenty-four hours a day, seven days a week for Severity Level 1 and Level 2 issues (as those Severity Levels are described below), and from 9:00 a.m. to 6:00 p.m. JST on weekdays, excluding December 31 –January 3, for Severity Level 3 and 4 issues. Customer may inquire regarding support in other languages. Calls will normally be answered by a triage agent, who will document the case and route it to the appropriate support team for response to Customer.

Main toll-free Customer Support telephone numbers are as follows. A complete list is available on the Help & Training website at https://help.salesforce.com/apex/HTViewSolution?id=000001000:
- ☐ United States: +1-866-614-7375
- ☐ Ireland: +353-1-440-3590
- ☐ Australia: 1-800-789-984
- ☐ Japan: 0066 33 812474

Submitting a Case. Users may submit a case in any of the following ways:

1. In the Services by logging in, clicking "Help & Training," clicking "Contact Support," and clicking "Open a Case," then providing the requested information and clicking "Submit." Premier and Premier+ cases are priority-routed to

the appropriate support teams.

2. By telephone call to Customer Support as described above. *For Severity Level 1 issues, Customer must call Customer Support.*

Users will be asked to provide their company name and contact information, and each case will be assigned a unique case number. For assistance with User password resets, Users should use the "Forgot your password?" link on the login page or contact a Designated Contact or Customer system administrator. For assistance with Salesforce usernames and lockouts, Users should contact a Designated Contact or Customer system administrator. For security reasons, SFDC does not provide contact information for Designated Contacts system administrators.

Severity Levels. Issues will be categorized and handled according to an assigned severity level. The case severity level is selected by the User at time of case submission, and will be updated by SFDC as follows:

Severity Level	Description
Level 1 – Critical	Critical production issue affecting all Users, including system unavailability and data integrity issues with no workaround available.
Level 2 – Urgent	Major functionality is impacted or performance is significantly degraded. Issue is persistent and affects many Users and/or major functionality. No reasonable workaround is available. Also includes time-sensitive requests such as requests for feature activation or a data export.
Level 3 – High	System performance issue or bug affecting some but not all Users. Short-term workaround is available, but not scalable.
Level 4 – Medium	Inquiry regarding a routine technical issue; information requested on application capabilities, navigation, installation or configuration; bug affecting a small number of users. Reasonable workaround available. Resolution required as soon as reasonably practicable.

Target Initial Response Time. SFDC will use commercially reasonable efforts to respond to each case within the applicable response time described in the table below, depending on the severity level set on the case.

Target Initial Response Time by Case Severity	
Severity Level	Target Initial Response Time
1	1 hour[1]
2	2 hours[1]
3	4 business hours[2]
4 and Configuration Services cases for Premier+	8 business hours[2]

[1] Severity Level 1 and 2 target initial response times are 24x7, including weekends and holidays. Severity Level 1 cases must be submitted via telephone as described above. Severity Level 1 and 2 target initial response times do not apply to cases submitted via email.

[2] Severity Level 3 and 4 target initial response times include local business hours only and exclude weekends and holidays, and do not apply to cases submitted via e-mail.

Reproducible errors that cannot promptly be resolved will be escalated to higher support tiers for further investigation and analysis.

Cooperation. SFDC must be able to reproduce errors in order to resolve them. Customer agrees to cooperate and work closely with SFDC to reproduce errors, including conducting diagnostic or troubleshooting activities as requested and appropriate. Also, subject to Customer's approval on a case-by-case basis, Users may be asked to provide remote access to their SFDC application and/or desktop system for troubleshooting purposes.

Escalation Matrix. The table below outlines the escalation contacts available to Customer, as necessary.

* Click here for full list of included and excluded products

Escalation Matrix	
Level	**Title**
1	Technical Support Duty Manager
2	Senior Director, Technical Support
3	VP, Technical Support
4	SVP, Global Customer Success

Success Programs. Premier Success Plan and Premier+ Success Plan customers may participate in Success Programs. Success Programs include Premier Webinars, Premier Chatter Groups, and Premier Content. Premier Webinars, Premier Content and language availability are limited, and are subject to change without notice in SFDC's sole discretion. Online content may be accessed only via websites designated by SFDC.

Success Program materials are confidential information of SFDC and may not be copied or modified, or disclosed or distributed to anyone other than Customers' Users entitled to receive Premier Success Plan or Premier+ Success Plan, except as described under "Customizable Training Templates" above. The Success Programs do not include implementation services, response time commitments for question asked in Chatter Groups or any warranty on content posted in Chatter Groups. SFDC retains ownership of all intellectual property rights posted and provided in the Success Programs and reserves all rights in the content not expressly granted to the Customer.

Developer Support. Developer Support is included in the Premier and Premier+ Success Plans. Developer Support is available only in English. More information on Developer Support can be found in Help and Training.

Success Manager. The Premier Success Plan and Premier+ Success Plan include access to Success Managers. Success Managers are product and market experts who engage with Customers to assist with Salesforce product adoption and utilization, including sharing advice and guidance related to optimizing Customer's ongoing use of Salesforce. Customer is responsible for evaluating any advice or guidance received from SFDC and for implementing any such advice and guidance.

Accelerators. Accelerators are designed to provide tailored recommendations and/or best practice guidance on Customer's applicable Salesforce subscriptions. SFDC will provide the Customer with access to Accelerators. Customer may consume Accelerators one at a time, per instance. Customer may request Accelerators by logging a case in the SFDC Help & Training Portal or through their SFDC Success Manager, if applicable. Accelerator(s) delivery time is dependent on mutual scheduling between SFDC and Customer, and SFDC delivery capacity or other relevant factors.

The Accelerator Library is available here: www.salesforce.com/acceleratorlibrary. Within the Accelerator Library, there are catalogs that correspond to Salesforce Success Plans. Access to a catalog of Accelerators is dependent on Success Plan level. Accelerators are subject to geographic availability and SFDC reserves the right to modify the Accelerator Library and catalogs from time to time at its sole discretion.

Accelerators will be provided Monday through Friday, during the hours of 9 a.m. to 5 p.m. in the time zone where the Accelerator resource is located, except for holidays recognized by SFDC, paid time off (e.g., vacation, sick time) in accordance with SFDC's paid time off policies, and SFDC internal training days (collectively "Administrative Days"), and otherwise in accordance with the description of the Accelerator. Customer acknowledges that Accelerator resources will not be available to Customer on Administrative Days. For clarity, Accelerators are advisory in nature, do not entail implementation services (such as code development), and shall not result in a transfer or assignment of intellectual property rights between the parties. Accelerators are available in English; Customer may inquire about availability in other languages.

Configuration Services. If Customer purchases the Premier+ Success Plan option, SFDC will perform the configuration services listed on the Help and Training website, accessible via help.salesforce.com or login to the applicable Service, upon request and as available by product. SFDC administrators will work in tandem with the Customer's Designated Contacts to execute the configuration services based on Customer's design specifications. Customer is responsible for gathering business and functional requirements, design specifications, change management approvals, and documentation of configuration, and for designing and/or delivering training materials.

SFDC will provide a complimentary User subscription to Customer for use by the SFDC administration team.

Customer's Designated Contacts will act as Customer's sole contacts for submitting configuration cases on behalf of Customer. Configuration cases are assigned Severity level 4, and are worked during local business hours only.

Configuration services exclude the initial implementation of the Salesforce application, data migrations, data management or manipulation (de-duping, merging, cleansing), transferring data from one org or object to another, flows, AppExchange installs/uninstalls/customization, VLOOKUPs and custom code. Configuration Services are available only in English.

Excluded Items. Neither the Premier Success Plan nor the Premier+ Success Plan includes:

- Assistance with Salesforce password resets. For password resets, Users should click the "Forgot your password?" link on the login page or contact their system administrator;
- Assistance with Salesforce usernames. For assistance with usernames, Users should contact their system administrator;
- Assistance with Salesforce lockouts due to incorrect login attempts. For assistance with Salesforce lockouts due to incorrect login attempts, Users should contact their system administrator to unlock the account, or wait for the lockout period to expire;
- Assistance with non-SFDC products, services or technologies, including implementation, administration or use of third-party enabling technologies such as databases, computer networks or communications systems;
- Assistance with AppExchange applications, whether authored by SFDC or a third party, unless otherwise specified in our Product Inclusions and Exclusions document linked below;*
- Assistance with installation or configuration of hardware, including computers, hard drives, networks or printers; or
- Creation or testing of custom code, including SOQL queries, except as provided under Developer Support.

Changes to Premier Success Plan and Premier+ Success Plan. SFDC may modify the Premier Success Plan and Premier+ Success Plan from time to time, provided the level of service under either plan will not materially decrease during a subscription term.