

PREMIER SUCCESS PLAN AND PREMIER+ SUCCESS PLAN
for Sales Cloud, Service Cloud, Employee Apps, Force.com, Chatter, Communities, Site.com, and
Database.com*

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 and 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. Premier Success 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. Additionally, only one level of support can be associated with a given Org at any one time. For example, a customer cannot have both a Premier and Premier+ Success Plan within the same Org.

Designated Contacts. "Designated Contacts" are Users Customer identifies as primary liaisons between Customer and SFDC for technical support. Customer shall identify and maintain at least one (1) Designated Contact. Customer shall notify SFDC whenever Designated Contact responsibilities are transferred to another User.

Customers' Designated Contacts shall be responsible for:

1. overseeing Customer's support case activity,
2. developing and deploying troubleshooting processes within Customer's organization,
3. resolving password reset, username and lockout issues for Customer, and
4. requesting Expert Coaching sessions (Accelerators) and Admin Assist services.

Customer shall ensure that Designated Contacts:

- A. have completed, at a minimum, the basic Services administration trail on Trailhead currently titled "Admin Beginner" which is included at no additional charge,
- B. are knowledgeable about the applicable Services in order to help resolve, and to assist SFDC in analyzing and resolving technical issues, and
- C. 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.

Contacting Support. Users can contact Support in any of the following ways:

1. **Online Case Submission:** Log into [Help](#) and click "Create a Case." You can also access Salesforce Help within the Service itself, by clicking on the "Help & Training" icon and choosing "Get Support." You may be asked for information regarding your issue, as well as additional information such as company name, company passcode and contact information.
2. **Chat with a Support Agent:** Similar to the online case submission, log into [Help](#), but choose "Start a Chat."
3. **By Telephone:** Telephone support in English is available twenty-four hours a day, seven days a week. A complete list of phone numbers and additional languages is available on the [Help](#) website. Calls will normally be answered by a triage agent, who will document the case and route it to the appropriate support team. *For Severity Level 1 issues, Customer must call Support.*

For the most recent information about our Support resources and how to contact us, please review the following [document](#).

Severity Levels. Issues will be categorized and handled according to an assigned severity level. 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.

Severity Level	Description	Targeted Initial Response Time
Level 1	Business stopping and no acceptable workaround. Imminent threat to key business or near term business milestones posing financial risk	1 hour 24x7
Level 2	Key business impacting, no workaround	2 hours 24x7
Level 3	Key business impacting with workaround, OR non-key business impacting no workaround	4 hours Local Business Hours
Level 4	Non-key business impacting with workaround, OR not business impacting	8 hours Local Business Hours

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.

Developer Support. Developer Support is available only in English. More information on Developer Support can be found in [Help](#).

Admin Assist (aka Configuration Services). If Customer has purchased the Premier+ Success Plan option, SFDC will perform the Admin Assist tasks listed on the [Help](#) 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 Admin Assist Cases 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 two (2) complimentary User subscriptions to Customer for use by the SFDC administration team. Customer's Designated Contacts will act as Customer's sole contacts for submitting Admin Assist cases on behalf of Customer. Admin Assist cases are assigned severity level 4, and are worked on during local business hours only.

Admin Assist excludes the initial implementation of the Services, 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. Admin Assist is available only in English.

Success Programs. Premier customers have access to our entire catalog of Success Programs. Success Programs include Expert Coaching sessions, Ask an Expert Office Hours, as well as on-demand videos and

webinars. These programs are designed to provide customers with best practice guidance in the areas of product setup, optimization, driving usage and more. Customer is responsible for evaluating any advice or guidance received from SFDC and for implementing any such advice and guidance.

This content and language availability is limited, and is 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. 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.

Expert Coaching Sessions. Premier customers have access to a catalog of Expert Coaching sessions (also known as Accelerators).

Expert Coaching sessions are interactive, outcome-based engagements with specialized resources that provide best practice guidance and recommendations mapped to various stages of the customer lifecycle including; onboarding, implementation, optimization and adoption. These coaching sessions are available in a variety of formats including on-demand videos and live, interactive sessions. A full list of Expert Coaching sessions can be found in the [Accelerator Library](#). Expert Coaching sessions are subject to geographic availability and SFDC reserves the right to modify the library and catalogs as well as delivery format from time to time at its sole discretion. Expert Coaching sessions are primarily available in English; Customers may inquire about availability in other languages.

Ask an Expert Office Hours. Premier customers have access to Ask an Expert office hour sessions. These sessions are live, Q&A-based engagements where customers have an opportunity to join a group of their peers along with cloud-specific Salesforce experts. These sessions are interactive and give Premier customers an opportunity to ask questions they may have regarding best practices in the areas of product setup, optimization or adoption.

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

- Implementation of the Services,
- 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. For security reasons, SFDC does not provide contact information for system administrators,
- 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 above,
- 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.