

Cimulate Support Plan

GENERAL

The support plan is a subscription support offering that includes access to resources to help customers use and maximize their associated Cimulate subscriptions. It will be provided to Customer's Admin Users in accordance with the description outlined in this document. Customer is responsible for evaluating any advice or guidance received from Salesforce as part of this support plan and for implementing any such advice and guidance. All support is provided in English only.

CONTACTING SUPPORT

Customer and Partner users may contact technical support for help as per [Cimulate Help knowledge article](#).

SUPPORT PLAN ENTITLEMENTS

Business hours for support are **Monday to Friday, from 9:00AM to 5:00PM Eastern time**, excluding holidays. Salesforce will respond to support requests based on issue severity as set forth in the table below:

Tier	Definition	Target Initial Response Time
Sev 1	Mission Critical Essential Subscription Services are unavailable, causing critical impact to business operations; no workaround available.	2 hours, 24x7
Sev 2	High Essential Subscription Services are significantly degraded and/or impacting significant aspects of business operations.	6 business hours
Sev 3	Medium Subscription Services are noticeably impaired, but a workaround is available, or the issue does not impact key production workflows. This includes issues affecting configuration, management, or administrative interfaces, as well as data feed related delays, or inconsistencies, that do not materially impact core production use cases.	1 business day
Sev 4	Low Low impact Subscription Services impaired; solution identified, including non-critical functionality such as analytics, reporting, configuration questions, or cosmetic issues, where production services	2 business days

	continue to function as expected.	
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REPRODUCING ERRORS

Salesforce must be able to reproduce errors in order to resolve them. Customer agrees to cooperate and work closely with Salesforce 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 Salesforce access to their application for troubleshooting purposes.

ADDITIONAL DETAILS

Exclusions

This support plan does not include any of the following:

- Implementation of the Services
- Assistance with non-Salesforce products, services or technologies, including implementation, administration, connection to, or use of third-party enabling technologies such as databases, computer networks, communications systems
- Assistance with AppExchange or other marketplace applications, whether authored by Salesforce or a third party
- Creation or testing of custom code, including SOQL queries
- Assistance for Users other than Customer's Admin
- Feature requests
- Assistance in any language other than English
- Travel

Plan Materials

Any materials provided by Salesforce to Customer as part of this support plan are the confidential information of Salesforce and may not be copied, disclosed or distributed to anyone other than Customers' Users entitled to receive the applicable plan. Salesforce retains ownership of all intellectual property rights in the materials and reserves all rights in the materials not expressly granted to the Customer.

Changes to Support Plan

Salesforce may modify this support plan from time to time, provided the level of service under the plan will not materially decrease during a subscription term.

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