



Support Plans for Salesforce Backup and Recover, Salesforce Archive, Archive Console, Salesforce Discover, Salesforce Accelerate, and Salesforce Data Seeding

GENERAL

Support Plans for Salesforce Backup and Recover, Salesforce Archive, Archive Console, Salesforce Discover, Salesforce Accelerate, and Salesforce Data Seeding are subscription support offerings that include access to program resources that help all customers use and maximize their Salesforce investment.

The Standard Plan, and if purchased, the applicable Premier Plan or Premier Plus Plan, will be provided to Customer's Users in accordance with the description outlined in this document. Subscriptions are organized by Tenant, which is a unique "instance" of the applicable Services, *i.e.*, a separate set of Customer Data and Customer-specific Service customizations held by SFDC in a logically separated database. Each Premier and Premier Plus Plan provides enhanced support (as outlined below) for the applicable features and Services (the "covered Services"), and is priced per instance. For each instance, Customer must purchase Premier and Premier Plus Plans that cover all subscriptions to covered Services in that instance for the duration of the Order Term. Customer may incur additional Premier or Premier Plus Plan charges if new subscriptions for covered Services are added to an instance during an Order Term.

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.

CONTACTING SUPPORT

Customers with a non-Government Support Plan may submit requests for support by submitting a case on the following help [website](#). Customers with a Government Support Plan must submit requests for support by submitting a case on the following Government help [website](#).

SUPPORT PLAN ENTITLEMENTS

Based on priority of the issue reported by Customer to Salesforce, Salesforce will respond regarding support issues with the appropriate resources and urgency as set forth in the table (all times listed below are target initial response times):

Priority	Definition	Standard	Premier	Premier Plus
H	Business stopping and no acceptable workaround. Imminent threat to key business or near-term business milestones posing financial risk	9 hours Local Business Hours	1 hour 24X7	1 hour 24X7
M	Key business impacting with workaround, OR non-key business impacting no workaround	2 business days Local Business Hours	4 hours 24X7	4 hours 24X7



L	Non-key business impacting with workaround, OR not business impacting	3 business days Local Business Hours	8 hours 24X7	8 hours 24X7
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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 and providing relevant information about Customer's application (e.g., log files) as requested and appropriate. Also, subject to Customer's approval on a case-by-case basis, Users may be asked to provide access to their application for troubleshooting purposes.

SUPPORT PLAN ENTITLEMENTS

Premier Plus:

Customer will have designated Technical Account Manager (TAM) coverage for the duration of the subscription term for which Customer has purchased the applicable Premier Plus support plan. The Technical Account Manager (TAM) coverage will be provided during the TAM's local working hours.

The TAM will engage with Customer to mutually agree on a Support Engagement plan including activity prioritization and timelines. TAM activity areas may include engaging with customers to establish a plan to assist customers to achieve their business outcomes. They will manage Customer's support cases, in addition to other support-related activities outlined below.

- Coaching Sessions
 - Coaching Sessions are interactive, outcome-based engagements that provide best-practice guidance and recommendations mapped to various stages of the customer lifecycle. Customers are entitled to one Coaching Session per year on each of the following topic areas:
 - Recover (e.g., Permissions, Access, FLS, Restore scenarios, Key Management, Efficiency)
 - Accelerate / Anonymize (e.g., Templates, Jobs, Anonymize Values, Anonymize PII Masking)
 - Archive (e.g., Widget Setup, Restriction Rules, Complex Policies, SDK, Unarchiving)
- Onboarding
 - Onboarding is a one-time personalized 1:1 engagement between a TAM and the Customer to assist the Customer in establishing a plan to help optimize the use of its subscriptions to facilitate achieving certain business outcomes.
- Technical Health Reviews (Salesforce Backup and Recover)
 - Customer will be entitled to quarterly Technical Health Reviews for Salesforce Backup and Recover only. These reviews may include: run-time checks, error status, and other exception activities on backups.
- Specialized Reviews
 - Specialized Reviews provide best-practices guidance and technical product recommendations to help improve Customer's use of the Services. Customer will be entitled to two reviews per year.



ADDITIONAL DETAILS

Exclusions

These Support Plans do not include any of the following:

- Implementation of the Services
- Assistance with password resets
- Assistance with usernames
- Assistance with non-Salesforce services or technologies (e.g., Non-SFDC Applications), including implementation, administration, connection to, or use of third-party enabling technologies such as databases, computer networks or communications systems
- Assistance with AppExchange or other marketplace applications, whether maintained by Salesforce or a third party
- Creation or testing of custom code, including SOQL queries
- Assistance in any language other than English
- Travel

Government Support Plans

Government Support Plan subscriptions amend and supplement the Standard, Premier, and Premier Plus Support Plans, as applicable, as set forth below:

Submitting a Case: Government Support Plan users must submit requests for support by submitting a case on the following Government help [website](#). Cases will automatically be routed to Qualified US Citizen Salesforce Employees.

All support is provided in English only.

“Qualified US Citizen Salesforce Employees” are individuals who: (1) are physically located within the United States while providing support; and (2) are US Citizens; and (3) have completed a background check as a condition of their employment with Salesforce.

Plan Materials

Any materials provided by Salesforce to Customer as part of these Support Plans are the confidential information of Salesforce and may not be copied, disclosed or distributed to anyone other than Customers’ Users who are 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 Plans

Salesforce may modify these Support Plans from time to time, provided the level of service under the plans will not materially decrease during a subscription term.

Last updated September 2025