Signature Support for Commerce Cloud - Terms and Conditions

**General:** Signature Support for Commerce Cloud is a subscription support offering from SFDC that includes a team of designated engineers to proactively support Customer’s deployment of online Commerce Cloud Services (“Services”) for which Customer has purchased a Commerce Cloud Premier Success Plan (the “Premier Success Plan”). The current Premier Success Plan for Commerce Cloud can be found at [http://www.salesforce.com/company/legal/agreements.jsp](http://www.salesforce.com/company/legal/agreements.jsp).

If purchased, Signature Support will be provided to Customer for the applicable Services through its Designated Contacts, as defined below, in accordance with this description.

**Designated Team:** A Primary Engineer will be assigned to Customer for the duration of the Signature Support subscription term purchased by Customer. The Primary Engineer will engage with Customer to understand and document key support requirements and challenges relevant to Customer’s subscription to the Services. Signature Support is available Sunday 6pm - Friday 6pm Eastern Standard Time (EST).

For Severity 1 issues Signature Support is available on a 24x7x365 basis. The Primary Engineer will execute support activities as described herein. The Primary Engineer will manage Customer’s support cases, in addition to other support related activities outlined below.

**Customer Designated Contacts:** “Designated Contacts” are Users who are key personnel identified by Customer to serve as primary liaisons between Customer and the Primary Engineer for technical support as described herein. Customer shall designate the same individuals as Designated Contacts as it has for its Premier Success Plan and, in addition, may designate additional Users to serve as Designated Contacts up to an aggregate of 10 Designated Contacts. Customer shall notify SFDC whenever Designated Contact responsibilities are transferred from one individual to another.

Customer’s 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 requisite training as required by SFDC, from time to time, including, at a minimum, the GEN001: Getting Started with the Commerce Cloud Platform - included as part of the Premier online learning, DEV001: Platform Architecture Overview - included as part of the Premier online learning, and SPT101 Troubleshooting on the Platform (ILT). ILT training is not included in the Premier Success Plan or Signature Support and is available for a separate fee.

B. for all Services:

   (i) have completed any supplemental training appropriate for the Designated Contact’s specific role or Customer’s use of the Services,
   (ii) are knowledgeable about the applicable Services in order to help resolve, and to assist SFDC in analyzing and resolving, technical issues, and
   (iii) 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 such problem.

For clarity, the foregoing responsibilities of Designated Contacts are in addition to the Designated Contacts’ responsibilities as set forth in the Premier Success Plan.
Severity Levels: Support Cases will be categorized and handled according to the assigned severity levels as set forth below. The Primary Engineer will handle cases with Severity Levels 1 and 2 and Premier Success Plan representatives will handle Severity Levels 3 and 4. The case severity level will be determined at the time of case submission and will be updated by SFDC as follows:

Severity Level Description

<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Description</th>
<th>Target Initial Response Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1 – Critical</td>
<td>A condition whereby the Services are substantially inoperable in a post-launch production instance with a high impact to multiple Users of the site and a mutually agreed upon workaround has not been implemented in such a way that the issue has been mitigated.</td>
<td>15 minutes</td>
</tr>
<tr>
<td>Level 2 – Urgent</td>
<td>A condition whereby a substantial product feature is not working or a substantial performance problem exists which causes the Services to perform poorly, impacting multiple Users of the site. A reasonable workaround is available and can be implemented at Customer’s convenience.</td>
<td>1 hour*</td>
</tr>
<tr>
<td>Level 3 – High</td>
<td>System performance issue or bug affecting some but not all Users. Short-term workaround is available, but not scalable.</td>
<td>4 hours*</td>
</tr>
<tr>
<td>Level 4 – Medium</td>
<td>A condition whereby a cosmetic product or documentation error exists and user operation is not impacted. Also appropriate for product enhancement requests.</td>
<td>8 hours*</td>
</tr>
</tbody>
</table>

*Severity Level 2, 3 and 4 target initial response times are 24x5, excluding weekends and holidays, and do not apply to cases submitted via e-mail. Infrastructure related cases are only worked during United States EST business hours despite local business time.

Severity 1 Case Submission and Handling: For all Level 1 severity issues (“Severity 1”), Customer shall engage Signature Support by telephone at the numbers below, and a Severity 1 case will be logged. Telephone support is available twenty-four (24) hours a day, seven (7) days a week. SFDC shall provide email and/or telephone updates to Customer regarding its progress toward resolution of Severity 1 issues at regular intervals, initially targeted to be no more than every 30 minutes (or as the parties may otherwise agree) until a resolution or work-around has been provided.

- United States: 877-540-3032 (toll free)
- Germany: +49 (3641) 242 9007
- International (973)-297-2883

Reproducible errors that cannot promptly be resolved will be escalated for further investigation and analysis.

A multi-party bridge line may be established by SFDC, in its discretion, to resolve a Severity 1 issue involving joint/multi- parties. Where two or more customers are experiencing similar Severity 1 issues, Customer may be invited to join a multi-customer bridge line established by SFDC to communicate updates to multiple customers in a scalable manner. If a bridge line is not established, SFDC may provide email and/or telephone updates to Customer regarding its progress toward resolution of the
Severity 1 issue at regular intervals, initially targeted to be no more than every 30 minutes (or as the parties may otherwise agree) until a resolution or work-around has been provided.

**Proactive Monitoring:** Proactive Monitoring consists of reviewing key performance metrics within an instance (or environment) of Customer’s Services and offering suggestions to improve performance and scalability. As part of this monitoring, solutions may be recommended, such as setting up alerts, to facilitate business continuity and prevent disruptions.

The Primary Engineer will use commercially reasonable efforts to monitor the above mentioned performance metrics on an as-needed basis, based on Customer’s configuration of, and customizations affecting, Customer’s instance of the Services. Customer is responsible for providing SFDC with configuration and customization timelines at least two weeks in advance of SFDC initiating the applicable monitoring processes listed above.

**Developer Support - Categories/Types Included in Signature Support**

Developer Support is included in Signature Support. Developer Support consists of SFDC reviewing configurations and customizations made by or for the Customer to the online Commerce Cloud Services’ code, offering suggestions to help with issues encountered in any environment (including sandboxes) as further described in the tables below. Developer Support does not offer architecture best practices, recommendations, or changes. Developer Support is available only in English.

Developer Support within Signature Support DOES NOT include the following:
- development & deployment of new code (non-breakfix), or
- development & deployment of new customized features, or
- pre-release regression testing, or
- support of pre-release/beta features, or
- load testing.

These non-inclusive items may be available for purchase separately. Developer Support scope is limited to troubleshooting recommendations, problem diagnosis and repair recommendations and is up to 100 hours per Subscription Year (inclusive of the 50 hours of Developer Support included in the Premier Success Plan) for Signature Support. Unused hours do not roll over to subsequent Subscription Years. Additional Developer Support hours may be available for purchase separately after the initial hours are exhausted.

<table>
<thead>
<tr>
<th>Developer Support Categories/Types</th>
<th>Included in Developer Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Includes Premier Success Plan Developer Support categories</td>
<td>✓</td>
</tr>
<tr>
<td>Pre-Sale/Event scalability assessment (6 per year, scoped at 1 hr per event)</td>
<td>✓</td>
</tr>
<tr>
<td>Proactive monitoring of performance measures</td>
<td>✓</td>
</tr>
<tr>
<td>(Optional) Perform one (1) code and performance review/audit</td>
<td>✓</td>
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Post Critical Incident (Severity 1) Communications:

1. **Post Critical Incident Meetings:** Following any Critical incident (Severity 1), upon Customer’s request, the parties will meet to debrief regarding the incident response. To the extent possible the parties will collaborate to perform a root cause analysis and evaluate strategies designed to prevent a recurrence of such Critical incident.

2. **Weekly meetings:** During the term of Customer's Signature Support subscription, the parties will participate in weekly meetings, scheduled upon mutual agreement of the parties, to summarize and review production-impacting incidents including discussion of strategies to prevent recurrence of such incidents.

Change Management and Communications: Change management and communications will include communications to Customer from SFDC in accordance with the following timelines:

1. **Patch Releases for Products:** Customer will be notified when maintenance window is complete;

2. **Emergency Releases (E-Releases):** SFDC will make use of Status Page to notify Customer of timing of any E-Releases

3. **Unannounced System Maintenance:** The Signature Support team will evaluate whether any unannounced System Maintenance is likely to adversely impact Customer and, if so, will notify Customer promptly after such evaluation is complete.

Partnership & 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, Designated Contacts may be asked to provide remote access to their instance of the Commerce Cloud application and/or desktop system for troubleshooting purposes.

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