PREMIER SUCCESS PLAN
for Heroku Enterprise

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

For clarity, Premier Success Plan does not include implementation of the Services. The Premier Success Plan is for ongoing support of the Services after the Services have been implemented.

**Designated Contacts.** “Designated Contacts” are Users the Customer identifies as primary liaisons between Customer and SFDC for technical support. Customer shall identify and maintain at least one (1) Designated Contact.

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 Accelerators

Customer shall ensure that Designated Contacts:

1. have completed, at a minimum, the “Heroku Onboarding for Designated Contacts” Trailmix, available on Trailhead. which is included at no additional charge,

2. are knowledgeable about the applicable Services in order to help resolve, and to assist SFDC in analyzing and resolving, technical issues, and

3. 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.

* Click [here](#) for full list of included and excluded products.
**Telephone Support.** Telephone support in English is available twenty-four hours a day, seven days a week. 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 website.

- United States: +1-866-614-7375
- Ireland: 00800 7253 3333
- Australia: 1800 667 638

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

1. Log a case at [https://help.heroku.com](https://help.heroku.com) by clicking the “Create a ticket” link, follow the instructions, then provide the requested information and click “Submit”. For Severity Level 1 issues, it is strongly advised that Users submit a case via the Heroku Help portal.

2. By telephone call to Customer Support as described above.

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 Heroku/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:

<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Description</th>
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<tbody>
<tr>
<td>Level 1 - Critical</td>
<td>Critical production issue affecting all Users, including system unavailability and data integrity issues with no workaround available.</td>
</tr>
<tr>
<td>Level 2 - Urgent</td>
<td>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.</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</td>
</tr>
</tbody>
</table>
Inquiry regarding a routine technical issue; 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.

<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Target Initial Response Time</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>1 hour¹</td>
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<tr>
<td>2</td>
<td>2 hours¹</td>
</tr>
<tr>
<td>3</td>
<td>4 hours²</td>
</tr>
<tr>
<td>4</td>
<td>8 hours²</td>
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¹ Severity Level 1 and 2 target initial response times are 24x7, including weekends and holidays. 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 email.

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.

<table>
<thead>
<tr>
<th>Escalation Matrix</th>
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</thead>
<tbody>
<tr>
<td><strong>Level</strong></td>
</tr>
<tr>
<td>1</td>
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<tr>
<td>2</td>
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<td>3</td>
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<tr>
<td>4</td>
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</table>
Success Programs. 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. 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 Success Plan for Heroku Enterprise. Developer Support is available only in English. More information on Developer Support can be found in Help.

Trailhead. Additional learning content can be found in Trailhead, at no additional charge.

Success Manager. The 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 on the Heroku Help 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.
Excluded Items from Premier Success Plan for Heroku Enterprise

• Assistance with Heroku 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;
• 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 for Heroku Enterprise. SFDC may modify the Premier Success Plan for Heroku Enterprise from time to time, provided the level of service under either plan will not materially decrease during a subscription term.