STANDARD SUCCESS PLAN
for Heroku Enterprise

If you’ve purchased Heroku Online services via Heroku.com please see our Heroku Online Support policy.

GENERAL The Standard Success Plan for Heroku Enterprise will be provided to Customer's Users at no additional charge for included products*. Support is available on weekdays, excluding holidays, during local business hours. For Severity Level 1 issues, it is strongly advised that Users submit a case via the Heroku Help portal. For Severity Levels 2-4, Users must submit cases via the Heroku Help portal. Upon case submission, Users will be asked to provide their company name, contact information and case details, and each case will be assigned a unique case number. An SFDC Support Representative will use commercially reasonable efforts to call or email the User within two (2) business days 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.

SEVERITY LEVEL 1 TELEPHONE SUPPORT
Standard Success Plan Severity Level 1 Telephone Support phone numbers are as follows. A complete list is available on the Help website.

- AMERICAS  5:00 a.m. – 6:00 p.m. PST       1-866-614-7375
- EMEA       8:00 a.m. – 6:00 p.m. GMT       00800 7253 3333
- APAC       8:00 a.m. – 8:00 p.m. AEST       +65 6302 5700

For support outside of the above hours, please call 1-800-NO-SOFTWARE (1-800-667-6389).
Telephone support is available in English only.

SUBMITTING A CASE For Severity Levels 1-4, use the Heroku Help portal. Log a case at https://help.heroku.com by clicking the “Create a ticket” link, follow the instructions, then provide the requested information and click “Submit”.

Note: for assistance with Salesforce/Heroku password resets, use the “Forgot your password?” link on the login page. For assistance with Salesforce usernames and lockouts, Users should contact their system administrator. For security reasons, SFDC does not provide contact information for system administrators.

REPRODUCING ERRORS 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 reasonably 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 Heroku account for troubleshooting purposes.

ESCALATION / SEVERITY LEVELS Reproducible errors that cannot promptly be resolved will be escalated to higher support tiers for further investigation and analysis. Issues will be generally categorized and handled according to an assigned severity level, as follows:

* Click here for full list of included and excluded products.
<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1 - Critical/Urgent</td>
<td>Critical production issue affecting all Users, including system unavailability and data integrity issues with no workaround available. 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 2 - High</td>
<td>System performance issue or bug affecting some but not all Users. Short-term workaround is available, but not scalable.</td>
</tr>
<tr>
<td>Level 3 - Normal</td>
<td>Inquiry regarding a routine technical issue; bug affecting a small number of users. Reasonable workaround available. Resolution required as soon as reasonably practicable</td>
</tr>
<tr>
<td>Level 4 - Low</td>
<td>Information requested on application capabilities, navigation, installation or configuration; product questions and feedback.</td>
</tr>
</tbody>
</table>

**Developer Support.** Developer Support is included with the Standard Success Plan for Heroku Enterprise. Developer Support provides best practices for deploying and running applications on the Heroku Platform. Developer Support is available in English only.

**What can Heroku Developer Support help with?**

- Troubleshooting Heroku and application error messages
- Debug build failures
- Basic analysis of performance issues
- Assist with resolving causes of downtime events

**Supported Development request topics**

<table>
<thead>
<tr>
<th>Topic</th>
<th>Included in Developer Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heroku Error Codes</td>
<td>● Help understand what causes specific Heroku Error codes &lt;br&gt;● Guidance on how to resolve Heroku error messages</td>
</tr>
<tr>
<td>Heroku API</td>
<td>● Clarification of API documentation &lt;br&gt;● API performance troubleshooting &lt;br&gt; ● Assistance troubleshooting Heroku CLI issues</td>
</tr>
</tbody>
</table>

* Click [here](#) for full list of included and excluded products.
### Heroku Data Services (Postgres, Kafka, and Redis)
- Data Service Performance Review (CPU Load, RAM Usage, Disk IO)
- Data Service Sizing & Capacity Planning
- Data Service Monitoring & Alerting Common Patterns

### Heroku Connect
- Assistance understanding problem points between Heroku Connect and Salesforce API
- Addressing questions that arise during setup and configuration
- Analysis of data sync issues

### Private & Shield Spaces
- Troubleshoot errors encountered during configuration of Private and Shield Spaces

### Application Deployments
- Troubleshoot errors that block application builds using official [Heroku buildpacks](https://www.heroku.com/buildpacks).
- Answer questions regarding build and Heroku CI configuration files, such as Heroku.yml and app.json.

### Scaling Dynos
- Debugging failed scaling events
- Troubleshoot issues with auto-scaling

### Application Performance Issues
- Basic troubleshooting of common application performance issues.
- Curated self-service content for monitoring and analyzing application performance.

**EXCLUDED ITEMS:** The Standard Success Plan for Heroku Enterprise does not include the following:

- Architecture design suggestions (available in Premier)
- Debugging front-end code (e.g. JavaScript, CSS, images, video, etc)
- Reviewing Apex or VisualForce code.
- Creating or modifying code or configuration files, including SQL queries, or pre-release regression testing
- Debugging or analyzing SQL queries, views, or indexes.
- Troubleshoot or debug third-party Heroku add-ons or other external services
- Providing ad-hoc reports. This includes requests for license utilization.
- Third-party buildpacks.
- Modifying Heroku configuration, deployment, or scaling settings.
- Troubleshooting issues related to custom build processes, such as Docker image deployments and customer-written buildpacks.
- Configuring or modifying the customer’s application and deployment environments.

**CHANGES TO STANDARD SUCCESS PLAN for Heroku Enterprise:** SFDC may change its Standard Success Plan for Heroku Enterprise from time to time in its sole discretion.

* Click [here](#) for full list of included and excluded products.