Premier Priority Plan Terms and Conditions

**General.** Premier Priority Plan is a subscription support offering from salesforce.com (“SFDC”) to support Customer’s deployment of certain SFDC’s online Services for which Customer has also purchased a Premier or Premier+ Success Plan (each a “Premier Success Plan”).

Current versions of the Premier Success Plan and Premier+ Success Plan, the Marketing Cloud and Salesforce Pardot Premier and Premier+ Success Plan, and the Commerce Cloud Premier Success Plan can be found at: https://www.salesforce.com/company/legal/agreements.jsp

If purchased, Premier Priority Plan will be provided to Customer for the applicable Services in accordance with this description. The below terms come in addition to the respective terms applicable to Premier Success Plan descriptions referred to above.

**Support Team.** Subject to the terms herein, the customer will have access to a global pool of engineers (“Technical Engineers”) on a 24x7x365 basis to execute support activities as described herein. Technical Engineers will manage Customer’s support cases, in addition to other support related activities outlined below.

For Marketing Cloud, a Technical Engineer will be assigned to Customer for the duration of the subscription term for which Customer has purchased Premier Priority.

For Commerce Cloud, Technical Engineers are available Sunday 6pm - Friday 6pm Eastern Standard Time (EST) unless the issue is classified as a Severity Level 1 which is handled 24x7x365.

**Severity Levels.** Support Cases will be categorized and handled according to the assigned severity levels as set forth below. Technical Engineers will handle cases with Severity Levels 1 and 2 and Premier Success Plan resources 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:

<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Description</th>
<th>Targeted Initial Response Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1 – Critical</td>
<td>Critical production issues affecting all Users, including system availability and data integrity issues with no workaround available.</td>
<td>15 minutes*</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>
<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>Inquiry regarding a routine technical issue; information requested on application capabilities, navigation, installation or configuration; bug affecting a small number of users. Reasonable workaround available. Resolution required as soon as reasonably practicable.</td>
<td>8 hours***</td>
</tr>
</tbody>
</table>

*Severity Level 1 target initial response times are 24x7, including weekends and holidays.  
** Severity Level 2 target initial response times are 24x7, including weekends and holidays except for Commerce Cloud where Severity Level 2 target initial response times are 24x5 (excludes weekends and regional public 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 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.
Severity Level 1 Case Submission and Handling. For all Severity Level 1 issues ("Severity 1"), Customer shall engage Premier Priority support by telephone at 1-855-SFDC-911 (or a regional toll-free number), and a Severity 1 case will be logged.

For Heroku Enterprise Severity Level 1 Issues: It is strongly advised that Users submit a case via 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”. By telephone call to Customer Support as described above.

If the issue pertains to a Commerce Cloud issue then the following numbers are to be used to log these issues:

- United States: 1- 877-540-3032 (toll free)
- Germany: +49 0800 0007626
- Australia 1 800 290859

Telephone support is available 24 hours a day, 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. Reproducible errors that cannot promptly be resolved will be escalated to Engineering 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.

Customer Designated Contacts. “Designated Contacts” are Users who are key personnel identified by Customer to serve as primary liaisons between Customer and Technical Engineers 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 resolving password reset, username and lockout issues for Customer.

Customer shall ensure that Designated Contacts:

A. for Salesforce Services, have completed, at a minimum, the basic Services administration course currently titled “Administration Essentials”, which is currently included at no additional charge as part of Trailhead. For Heroku, have completed, at a minimum, the “Heroku Onboarding for Designated Contacts” Trailmix, available on Trailhead. which is included at no additional charge. For Commerce Cloud they 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 Trailhead, DEV001: Platform Architecture Overview - included as part of Trailhead, and SPT101 Troubleshooting on the Platform (ILT). ILT training is not included in the Premier Success Plan or Premier Priority Plan 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 and 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 it.

For clarity, the foregoing responsibilities of Designated Contacts are in addition to the Designated Contacts’ responsibilities as set forth in the applicable Premier Success Plan.
**Priority Advanced Developer & Deployment Support.** Developer Support is included in Premier Priority Plan. Developer Support is available in English only. More information on Developer Support can be found in Help.

**Post Critical Incident (Severity 1) Communications.** Post Critical Incident Meetings: Following any critical incident, 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.

**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 SFDC application and/or desktop system for troubleshooting purposes.

**Changes to Premier Priority Plan.** SFDC may modify the Premier Priority Plan from time to time, provided the level of service under the plan will not materially decrease during a subscription term.

**Travel Expenses.** Any T&E expenses incurred by SFDC resources will be separately invoiced to Customer. Customer shall pay such invoice(s) in accordance with the invoicing terms of its master subscription agreement.

**Product Inclusion.** Click here for full list of included and excluded products