






| | Standard Success Plan | *Premier Success Plan | Premier + Success Plan |
|--|---|---|---|
| Customer Success  | Self-service resources including Help site, knowledge base, and community | Best practices to drive user adoption & productivity Release readiness programs Assigned success resource** | Best practices to drive user adoption & productivity Release readiness programs Assigned success resource** |
| Support  | Online case submission 2-business day response | 24x7 toll-free phone and online 1-hour initial response for critical issues Premier developer support | 24x7 toll-free phone and online 1-hour initial response for critical issues Premier developer support |
| Training  | “Getting Started” online catalog | Unlimited access to online Premier training catalog Role-based learning paths Customizable training templates | Unlimited access to online Premier training catalog Role-based learning paths Customizable training templates |
| Administration  | | | Access a certified team to maintain your Salesforce solution |
| Pricing  | Included | 15% of list | 25% of list |

*Recommended Plan

**Assignment of a Premier success resource will be made with Unlimited Edition or Performance Edition user subscription with an annual value of at least \$1M or a total Premier annual fee of \$100,000.