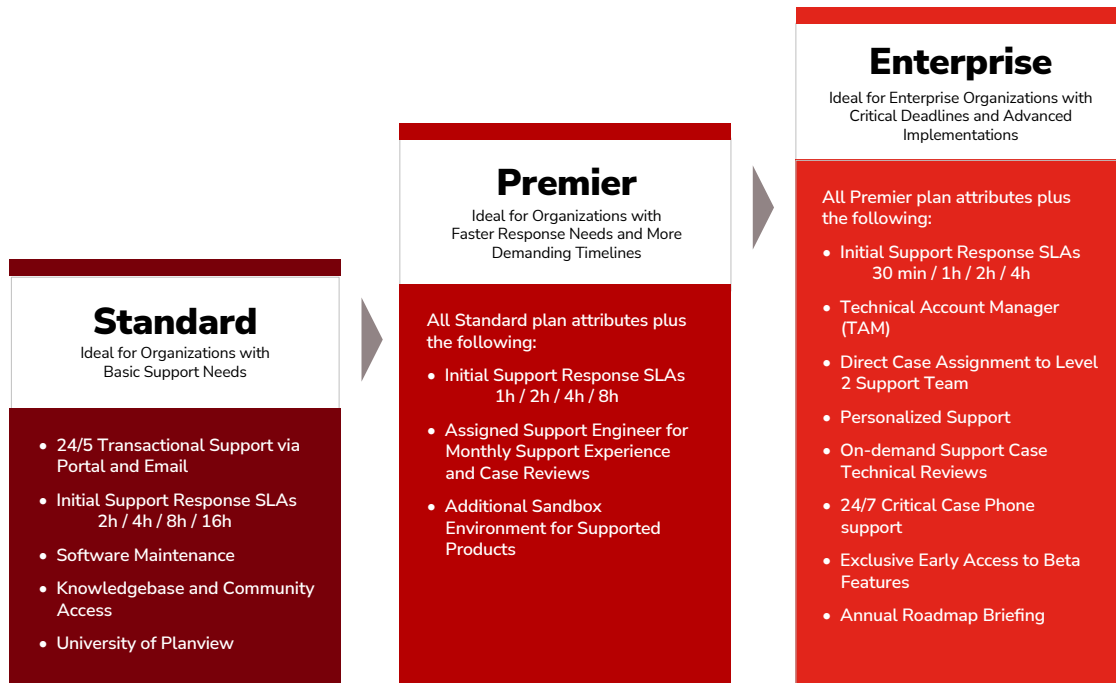


Planview Premium Support

Planview's Premium Support packages can help you maximize the value of your Planview investment. Two distinct Premium support packages are available beyond our Standard offering to meet the needs of your dynamic business.

Support Plan Feature Description	Standard	Premier	Enterprise
24/5 Portal & Email Case Support Access to Planview experts via the Planview Portal	✓	✓	✓
Software Maintenance Keeps your solution up-to-date with regular fixes & improvements	✓	✓	✓
Knowledgebase & Community Access Centralized support resources & peer insights	✓	✓	✓
University of Planview Provides self-paced learning to build your team's product expertise	✓	✓	✓
Sandbox Environment An additional sandbox instance to safely test updates & configurations		✓	✓
Monthly Case Review Grants you with a dedicated Support Engineer for monthly reviews		✓	✓
Technical Account Manager Connects you with a senior technical expert at 25% FTE			✓
Dedicated Level 2 Support Team Gives access to senior product experts on all case interactions			✓
Personalized Support Ensures the highest priority response with senior technical experts only			✓
Tailored Case Reviews Weekly, daily and even on-demand calls/case reviews			✓
24/7 Critical Case Phone Support Immediate assistance for critical cases in off-support hours			✓
Exclusive Early Access to Beta Features Experience new features first and shape their future			✓
Annual Roadmap Briefing Discover what's next and plan with confidence			✓
Initial Response Times by Case Severity			
Critical	2 h	1 h	30 min
Major	4 h	2 h	1 h
Moderate	8 h	4 h	2 h
Minor	16 h	8 h	4 h



Premium Distinction – Includes all Standard attributes plus the following:



Expedited Support Experience

Prioritization of Support cases as they come in to our Support teams



Additional Sandbox Environment

Access to one additional instance of a sandbox environment to allow you to test and stage releases prior to production go-live



Monthly Case Review

Assigned Support Engineer to conduct monthly case status reviews to ensure all issues are being addressed

Enterprise Distinction – Includes all Premier attributes plus the following:



Dedicated Support Team

All support cases handled by a group of selected senior Level 2 Support resources



VIP Phone Number

Non-publicized number provided to ONLY Enterprise customers for direct access to Planview on critical cases



Top-Level Expedited Support Experience

Our highest priority case handling to jump the queue and accelerate case resolution



Technical Account Manager

TAM's unique combination of Planview expertise and familiarity with your specific environment allows them to support your success most effectively