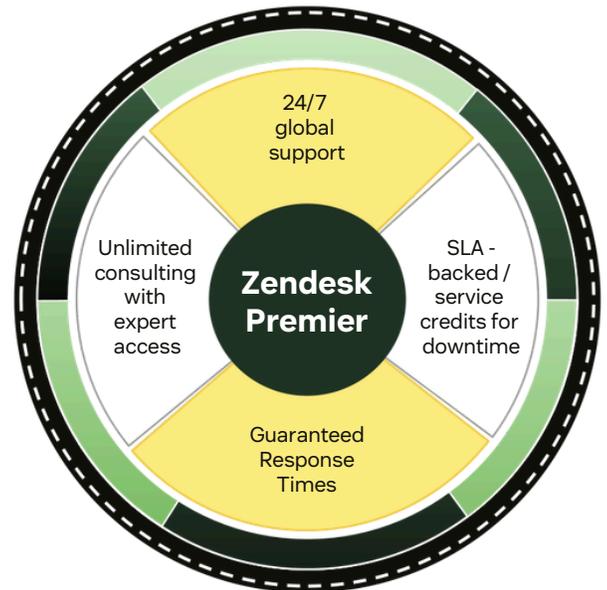




Zendesk Premier plans

24/7 SLA-backed, expert-led support designed to accelerate ROI and scale with you.



Three plans to fit your needs

Premier Access

SLA-backed foundation

- Unlimited Consulting Assessments (one at a time)
- Enhanced Support: Response time guarantees 30 mins for critical / 60 mins for major issues until issue is downgraded or solved

Premier Plus

Personalized, tailored expertise

- Unlimited Interactive Workshops and Assessments (one at a time)
- Personalized Technical Support 24/7 and VIP Case Management
- Technical Strategy Planning with a designated Technical Account Manager

Premier Enterprise

Strategic, proactive collaboration

- Unlimited Interactive Workshops and Assessments (two at a time)
- VIP Technical Support & 24/7 Case Management
- Technical Strategy Planning with a high touch Technical Account Manager
- 10 promo codes to certify your team members.

Availability Guarantee: Service credits available for less than 99.9% accessibility



Zendesk standard support vs. Zendesk Premier

Standard Zendesk support

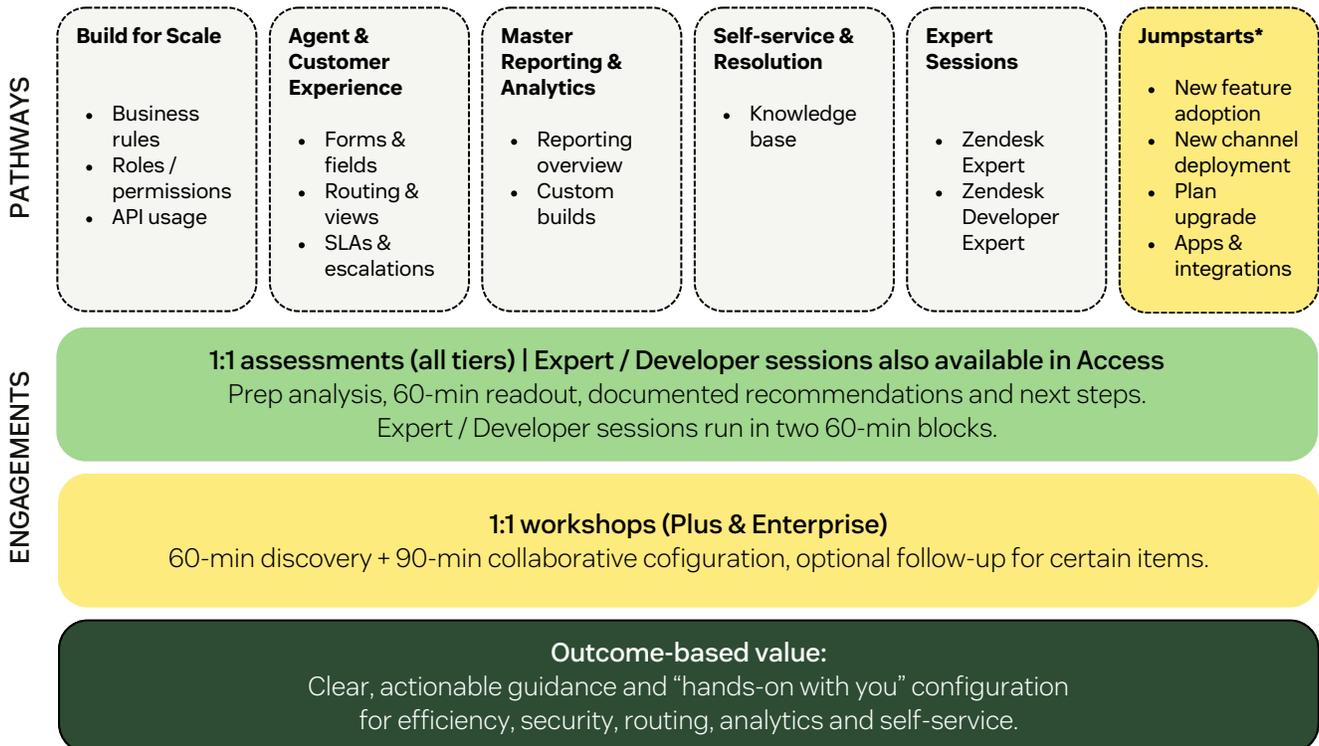
- Coverage: Mon–Fri, 8am–6pm ET
- No guaranteed response / resolution times + no credits for downtime
- Ongoing guidance and support through flexible self-serve resources (Help Center, community forums, on-demand courses)

Zendesk Premier plans

- **Coverage: 24/7 global support** (English only) - messaging, webform, callback requests, live phone support (US toll-free, 8am–6pm ET) + email for Plus/Enterprise
- **Guaranteed response times** (FRT /continual response: 30 mins for critical issues, 60 mins for major issues) + **service credits for downtime**, with an 99.9% SLA
- Ongoing guidance through **unlimited consultative services** (Expert Access Catalog) - assessments (all plans) or interactive workshops (Plus & Enterprise plans) + **designated contacts**

Expert Access Catalog

Get value faster through expert-led, consultative services delivered through focused pathways.



Zendesk support plan comparison

		STANDARD	ACCESS	PLUS	ENTERPRISE
Technical support	8x5 Customer Care via messaging, webform, request a callback	Pooled TSE	Pooled TSE	PSE	PSE
Self service	Help Center and Community	✓	✓	✓	✓
	On Demand Learning Courses	✓	✓	✓	✓
Consulting	Expert Access Assessment Sessions	✗	1 at a time	1 at a time	2 at a time
	Expert Access Interactive Workshops	✗	✗	✓	✓
Enhanced Troubleshooting Support	Email Request support	✗	✗	✓	✓
	24/7 Support Global Coverage (English only)	✗	✓	✓	✓
	Designated Contacts	✗	5	10	20
	First Response time guarantees: 30 mins for Critical; 1 hr for Major issues	✗	✓	✓	✓
	Continual Response time follow ups: 30 mins for Critical; 1 hr for Major issues until downgraded or solved	✗	✓	✓	✓
	Credit backed Service Availability SLA	✗	✓	✓	✓
	VIP Case Management	✗	✗	✓	✓
	Break Fix Zoom 1:1 Sessions	✗	✗	✓	✓
	Designated Premier Support Engineer	✓	✗	✓	✓
	Service Reviews	✓	✗	Bi-Annual	Monthly
	Proactive Performance Alerts	✗	✗	✗	✓
	Hypercare / Peak Event Management	✗	✗	✗	✓
Technical Strategy	Technical Strategy Program Management	✗	✗	Designated TAM	Designated TAM high touch
	Technical Strategy Review Sessions	✗	✗	Monthly	Weekly
	Technical Strategy Roadmap planning	✗	✗	Bi-annual	Quarterly
	Technical Strategy Documentation	✗	✗	Roadmap	Roadmap
Certifications		✗	✗	✗	10 promo codes