

# New Relic Premium Support

During the paid annual Subscription Term, Premium Support includes the following:

## DESIGNATED CUSTOMER SUCCESS MANAGER

Customer Success Manager (“CSM”) will drive the overall planning and strategy set forth by Customer with the New Relic account team.

- **CSM Coverage:** The CSM will provide coverage to the Customer from 9am–5pm local time Monday through Friday (excluding local holidays) within most time zones in the United States and EMEA, unless otherwise noted.
- **Customer Success Plan:** CSM will work with the Customer to identify and capture goals, key performance indicators (“KPI”), deployment plan, training plan and engagement milestones (collectively, the “Customer Success Plan”).
- **KPI Report:** CSM will track performance against KPIs defined in Customer Success Plan and report progress and identify impact quarterly.
- **Product and User Maturity Report:** CSM will track and report the Customer usage of New Relic Products on a quarterly basis, identifying recommendations to align usage with leading practices.
- **Executive Business Review:** Quarterly and Annual review with the Customer sponsor and identified executives, New Relic executive and CSM. CSM will provide assessment of New Relic’s impact on the Customer business based on goals and the KPIs identified in Customer Success Plan and facilitate an executive discussion of future strategy with the Customer and New Relic.
- **Customized Newsletter:** The CSM will publish a quarterly newsletter, highlighting news that is deemed relevant to the Customer by the New Relic account team.

## DESIGNATED KEY ACCOUNT MANAGER

Key Account Manager (“KAM”) will act as the New Relic Support liaison, providing multiple communication forums and engaging other New Relic resources, as needed.

- **Designated KAM:** Plus access to a team of support resources, who monitor issues, provide coverage 6am–5pm Monday through Friday (excluding holidays) and manage timely support ticket escalation and resolution.
- **Agent Version Governance:** If applicable, KAM will proactively review agent release notes with Customer, provide guidance and assistance to help the Customer maintain a consistent global deployment.
- **Ticket Reviews and Office Hours:** KAM and/or the CSM will conduct meetings with Customer as needed to discuss open issues, track critical milestones and discuss ad hoc questions regarding the Customer’s implementation.

## TICKET INITIAL RESPONSE-TIME SLAS WITH SUPPORT QUEUE PRIORITY

Three (3) hour initial response for non-critical tickets, one (1) hour initial response for Critical tickets, defined as Customer’s business operations are severely impacted due to New Relic with no available workaround; or there is a critical security issue (“Critical”). Also, priority routing of the Customer’s support tickets.

PREMIUM SUPPORT COVERAGE	INCLUDES	
OTC/NRU/Docs/Portal	✓	
Hours of Operation	24/7 × 365	
Response Time	3 hours Standard / 1 hour Critical	
Communication Methods	Web/Email/Phone/Slack/Chatter/etc.	
Priority Ticket Routing	✓	
90 Day Onboarding	✓	
Designated CSM	✓	
Designated KAM	✓	
	CSM	KAM
Industry best practices	✓	
Onboarding and adoption programs	✓	
Prioritize use cases and KPIs	✓	
Align New Relic across teams	✓	
Prioritized ticket handling, highest level SLA		✓
Product and Support issue management, escalation, and reporting		✓
Engagement of internal resources to drive resolution		✓
Real-time communication channels (Slack, Chatter, etc.)		✓
Weekly Status Meetings	✓	✓
QBRs	✓	✓
Annual EBR	✓	✓