



SNOWFLAKE PRIORITY SUPPORT SERVICE DESCRIPTION

I. Overview

Priority Support is a support offering designed to provide our customers with a higher level of engagement, guidance and oversight from a support perspective than what is available with other Support levels. Priority Support provides customers with faster response time targets, Support Account Management, structured deliverables, and advanced support services that help our customers get the best performance and tactical and operational support from their Snowflake implementation. Priority Support customers also have access to a global team of support engineers dedicated to Priority Support customers.

This document provides the services description for Priority Support, including the high-level objectives, the deliverables and activities of Priority Support. For more information concerning the support levels and SLA information, please reference the Support Policy and Service Level Agreement located at <https://www.snowflake.com/legal>.

II. High Level Objectives

Snowflake's Priority Support has multiple objectives that are customer focused:

- *Oversight* - Assist customers in the proper support related management of their Snowflake implementation(s) by interaction, communication, operational and tactical support.
- *Advocacy* - Work with multiple Snowflake teams to help create a better customer experience by supporting and promoting the customer's interests related to Support interactions.
- *Support Management* - Led by the Support Account Manager (SAM), focus on resolving customer issues, providing platform and performance related information, and assisting the customer with business operations issues related to their Snowflake implementation(s).
- *Business Value and Continuity* - Work to ensure that customers receive the business value and continuity from Snowflake in order to capably operate its critical business functions

III. Services

This section identifies and describes the services that customers will receive with Priority Support.

Service	Description
Case Management	Monitor, assist in the management of, analyze and report on Support cases and work with Snowflake and the customer to resolve cases created in the case management system.
Incident Management	Monitor internal Snowflake channels to provide proactive management of incidents. Coordinate communications to the client relating to the current state of the issue, potential work-arounds, Root Cause Analysis findings, and corrective actions.
Account Escalation	Manage related escalations of an account. Coordinate resources required to resolve items impacting service.
Problems/Defects	Assist in the identification, monitoring and management of problems and/or defects as tracked within the defect management system. Facilitate communication between Snowflake Product Management, Support and the customer.



Service	Description
Enhancement Requests	Assist in the identification, monitoring and management of Enhancement Requests. Facilitate communication between Snowflake Product Management, Support and the customer to provide sufficient data and business case information for roadmap and future product consideration.
Root Cause Analysis	Management, review and delivery of a Root Cause Analysis (RCA) that provides detailed information around impactful issues that have a direct correlation to a customer's use of the Snowflake platform.
Active Monitoring	Review of current performance and operations based on general review or specific schedules determined by customer operations as needed.
Platform and Performance Management	Management, analysis and reporting of events related to platform and performance activities.
Availability/ Uptime Management	Management, analysis and reporting of system availability over a specific duration of time.
Upgrade & Release Management	Review release notifications and information from Snowflake regarding pending upgrades or releases in order to provide related information to the customer that may be required knowledge or that may also cause a business impact.
Schedule Analysis & Management	Creation, analysis and management of events such as go-lives, releases, scheduled runs, introduction of additional business use cases, migrations and other initiatives that may impact customer operations.
Training Analysis & Roadmap	Analysis of specific data and customer events and initiatives in order to provide a training plan and schedule for customer employees and/or resources.
Reporting	Scheduled and ad hoc reports related to above services.
Onsite Visits	Support Account Managers will provide onsite visits to the customer location during the overall contract period.



IV. Required Customer Resources

In order to ensure that Snowflake is able to communicate properly with the customer regarding the Snowflake implementation(s) and Support related information, the customer will agree to provide or assign the following resources during the term of the engagement. A customer resource may be identified for multiple roles, if necessary.

Customer Resource	Responsibility
Executive Sponsor	Serves as the primary advocate for Snowflake at the customer.
Operations Manager/Director(s)	An individual that is responsible for the overall operations of the Snowflake platform at the customer.
Technical Resource(s)	Individuals that have the ability to manage and control the Snowflake implementation, configuration and architecture.
System Administrator(s)	Individuals that have the ability to manage users, configurations and overall data governance
Line of Business Owner(s)	Individuals that are aligned to specific lines of business or business units utilizing the Snowflake Service
Snowflake Support Delegated Admin(s)	Individuals that have been identified that will track and update the "Designated Contact" records within the Snowflake case management system
Snowflake Support Designated Contact(s)	Individuals that are identified in Snowflake's case management system, with completed contact information

V. Service and Item Exclusions

Priority Support does not include other customer success programs, Technical Services, professional services or consulting services.

VI. Support Policies

Services will be provided in accordance with Snowflake's Support Policy and Service Level Agreement and other relevant support policies available at <https://www.snowflake.com/legal/>.

VII. Changes to Priority Support

Snowflake may modify this Priority Support description from time to time, provided the level of service will not materially decrease for the duration of the customer's Priority Support order.

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