

# OneLogin Success Packages

Plan Type	OneBasic	OnePlus	OnePrime	OneVIP
Access to Training & Technical Documentation	x	x	x	x
Community Based Support	x	x	x	x
12x5 Phone Support		x		
12x5 Online Support		x		
24x7 Phone Support *			x	
24x7 Online Support *			x	
24x7x365 Phone Support				x
24x7x365 Online Support				x
Priority Phone Support				x
Priority Online Support				x
Dedicated Support Team			x	x
Dedicated Escalations Team			x	x
Yearly Technical Health Check				x
Access to Customer Enablement Sessions		x	x	x
Customer Success Group Consultation	x	x	x	x
Named Customer Success Manager <sup>1</sup>			x	
Dedicated Enterprise Customer Success Manager				x
Annual Business Review & Roadmap Review			x	
On-site QBR & Roadmap Review w/ Product Team				x
Quarterly Deployment Overview			x	x
Access to Annual VIP Event				x
Discounted Training		x	x	x

\* Excludes weekends and holidays for non P1's

<sup>1</sup> Minimum license cost of \$50,000 recurring annually