

Service Packages

LinkedIn Sales Navigator

Applicable to contracts with start dates on or after Oct 1, 2021

When you purchase LinkedIn Sales Navigator, the LinkedIn Sales Solutions Customer Success team will help you achieve social selling success. Service Packages are offered during the subscription term set out in the order form and do not roll over into future contract periods. Your Service Package is based upon the total number of Sales Navigator licenses you purchase across your program and may change at any time based upon changes to your purchased licenses with LinkedIn. Customers seeking an early migration to our new Service Packages should reach out to their LinkedIn account representative for additional details.

Service Packages ¹	Standard	Elite	Premier	Premier Plus	Platinum
# Purchased Sales Navigator Licenses	0 - 49 Licenses	50 - 149 Licenses	150 - 499 Licenses	500 - 2,999 Licenses	3,000+ Licenses
Onboarding Services					
Program Onboarding	First 30-days	First 60-days	First 60-days	First 90-days	First 90-days
Foundational Services					
Standard CRM Integration Setup ²	✓	✓	✓	✓	✓
On-Demand Self-Service Training	Unlimited Access	Unlimited Access	Unlimited Access	Unlimited Access	Unlimited Access
Admin & End-User Education Webinars	Continuous	Continuous	Continuous	Continuous	Continuous
Enterprise Admin & End-User Support	✓	✓	✓	✓	✓
Help Center	✓	✓	✓	✓	✓
Community	✓	✓	✓	✓	✓
Success Services					
Success Plan	–	Customized	Customized	Customized	Customized
Success Coaching	–	✓	✓	✓	✓
Strategic Value Review ³	–	Annual	Semi-Annual	3x per Year	Quarterly
Program Health Check ³	–	Up to 3	Up to 4	Up to 12	Up to 12
Accelerator Services					
Advanced End-User Coaching ³	–	–	Up to 4 Live Sessions	Up to 8 Live Sessions	Up to 12 Live Sessions
InStruct Program: Train-the-Trainer ³	–	–	–	Up to 1 Session	Up to 4 Sessions

¹ Version as of October 2021. Terms are subject to change at any time by LinkedIn, without notice.

² Available for Sales Navigator plans with access to CRM features

³ For multi-year contracts, services are delivered annually

Service Packages

LinkedIn Sales Navigator

Applicable to contracts with start dates prior to Oct 1, 2021

When you purchase LinkedIn Sales Navigator, the LinkedIn Sales Solutions Customer Success team will help you achieve social selling success. Service Packages are offered during the subscription term set out in the order form and do not roll over into future contract periods. Your Service Package is based upon your individual contract spend, not in combination with your affiliates' contract spend and may change at any time based upon changes to your individual contract spend with LinkedIn.

Service Packages	Standard	Bronze	Silver	Gold	Platinum	Platinum Plus
LinkedIn Sales Navigator Total Single Contract Spend	<\$50K USD	\$50K - \$100K USD	\$100K - \$250K USD	\$250K - \$1M USD	\$1M - \$10M USD	>\$10M USD
Social Selling With LinkedIn Sales Navigator Webinar Series	✓	✓	✓	✓	✓	✓
Anytime Access to Self-Paced Tutorials	✓	✓	✓	✓	✓	✓
Designated LinkedIn Customer Success Manager	-	-	✓	✓	✓	✓
Customer Success Plan		Customized	Customized	Customized	Customized	Customized
Health Checks (Engagement, SSI, Survey)	-	-	Annual Reports	Bi-Annual Reports	Bi-Annual Reports	Bi-Annual Reports
Quarterly Business Reviews	-	-	✓	✓	✓	✓
Virtual Customer Success Educational Sessions	-	Up to 3 Virtual Sessions	Up to 6 Virtual Sessions	Up to 15 Virtual Sessions	Up to 30 Virtual Sessions	Up to 40 Virtual Sessions
InStruct Program (Train-the-Trainer)	-	-	-	✓	✓	✓✓✓