Customer Support Plans

We are committed to delivering enterprise-class service with a single objective in mind—your success. Our comprehensive suite of Support Plans provides the right blend of global support and personal guidance, as well as access to the knowledge and enablement resources your organization needs to get the most out of DocuSign.

Standard Support

Included with every DocuSign customer, Standard Support is a good fit for those who prefer a more self-guided support experience with the right level of information. You'll get access to the DocuSign Support Center and Community for self-service support, visibility to service status through the DocuSign Trust Center, and convenient access to live chat, to get the answers you need faster.

Plus Support

For customers wanting faster service or more hands-on help from DocuSign's Customer Support team to minimize downtime, this plan provides shorter response times and click-to-call functionality to avoid wait times for quick answers. You also have the option to speak to us live for extra help and easier troubleshooting through screen share capabilities with a support engineer.

Premier Support

Get global support 24 hours a day, 7 days a week along with access to tiered technical expertise and integration support, as well as one-hour emergency response times to deliver the right level of service you need to accelerate your business.

Enterprise Premier Support

This plan delivers the highest level of dedicated support with access to our end-to-end service capabilities, technical expertise and the tools you need to help run your business with DocuSign. You will get direct access to the right mix of knowledge, personal guidance, and the foundational training and enablement you need to be successful.

	Features	Standard	Plus	Premier	Enterprise Premier
Guidance	**DocuSign support center**	✓	✓	✓	✓
Support	**System availability monitoring**	✓	✓	✓	✓
	Online case management	✓	✓	✓	✓
	Target initial response time	24 hours	8 hours	4 hours	2 hours
	Global emergency support			1 hour	30 min
	24x7 sender and signer live chat support	✓	✓	✓	✓
	24x7 live phone support		✓	✓	✓
	Escalated support		✓	✓	✓
	DocuSign integration support (Connectors)			✓	✓
	DocuSign sandbox demo environment				✓
	Proactive case monitoring				✓
	Technical customer success manager (TCSM)				✓
	Web application administration course				✓

*Available to customers with monthly subscriptions starting at $20K