
Enterprise Premier Support Plan

Our Enterprise Premier Support Plan is a comprehensive package designed to meet the needs of our large enterprise customers – especially those with mission-critical applications built on DocuSign solutions. This powerhouse collection of services and tools provides the highest level of dedicated support that's personalized for your business. You will get direct access to the right level of product knowledge, enablement resources and personal assistance you need to accelerate business outcomes.

We are committed to delivering enterprise-class, global service with a single objective in mind – your success. DocuSign Customer Support gives you the ability to choose the right level of ongoing assistance you need to get the value you expect from our platform. Our industry-leading global support model is there to back you up, no matter when, where or how you want to engage – whether it's on the web, live chat, click-to-call or our team of dedicated Technical Customer Success Managers (TCSMs).

Accelerate outcomes with a TCSM.

As the cornerstone of the Enterprise Premier Support plan, enterprise customers rely on the expertise of our Technical Customer Success Managers to advocate for enhancements, prepare for new releases and rollouts, and manage time-sensitive and business critical issues for faster time to resolution. Backed by our entire Customer Success organization and armed with technical knowledge and best practices, a TCSM works directly with you to accelerate outcomes by getting your teams on the right path sooner.

- A dedicated voice and advocate within DocuSign (including Support, Professional Services, etc.)
- Trained on your specific use cases, workflows and technology
- Technical advisor for APIs, pre-built connectors and other advanced features
- Go-to resource for complex troubleshooting, issue reporting, bug fixes and escalations

Key benefits

Global, 24x7 support for Severity 1 issues

Fastest response times to minimize costly downtime

Proactive monitoring and preventative support

Easier access to self-service resources on the DocuSign Support Center

A dedicated technical resource focused solely on your business

Enablement resources to help drive adoption

Features

Guidance **DocuSign support center**
Self-service resources to find answers, access the Support Community, or submit a web case

Technical Customer Success Manager (TCSM)*
Dedicated resource and first point of contact for technical questions

Support **System availability monitoring**
24/7 access to DocuSign Trust Site for real-time system status and notifications

Online case management
Submit cases and view the status online

Target initial response time
A 2-hour response time for new cases submitted by Enterprise Premier customers

Global emergency support
A 30-minute response time for Severity 1 technical incidents

Proactive monitoring
Ongoing tracking and review of cases opened to identify trends, possible issues, or opportunities for improved use of DocuSign

Sender and signer live chat support
24/7 support for simple questions on signing, sending and account management

Live phone support
Ability to speak to Customer Support 24/7 (English only) to address technical questions, billing inquiries and account support (French, German and Portuguese-speaking agents available during standard Support hours)

Escalated support
Direct access to a senior technical resource as part of standard escalation process.

Third-party software support
Support for DocuSign integrations or pre-built connectors such as Salesforce, Microsoft and Google

DocuSign sandbox demo environment
Test your current code up against upcoming releases or add new code to test prior to releasing into production

Web application administration course
Master the features and functionality you need to effectively manage your DocuSign account

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