

Enterprise Premier Support Plan

Drive agreement success anytime, anywhere with DocuSign Support

Fastest response and issue resolution for your business-critical agreement processes. With our Enterprise Premier Support plan, we'll help you with:

- **Always-on expertise at your fingertips:** Stay up and running with access to knowledge, tools and self-guided resources from trusted product experts.
- **Support tailored to your needs:** Personalize your support experience with plans customized to support your business critical agreement processes.
- **Trust and reliability that scales:** Ensure business continuity and responsiveness that moves your business forward with speed and confidence.

Features

The Enterprise Premier Support plan includes the following features:

Target initial response time	A 2-hour response time for new cases
Global emergency support	A 30-min response time for severity 1 technical issues; available for all products 24/7 (English only during non-business hours)
DocuSign support center	Find answers, engage community and submit and manage cases online for faster resolution
Phone support (Call Back)	Log a case and customer support will promptly call you back to address technical questions, billing inquiries and account management
Technical support	Direct access to technical support teams for configuration-specific questions
Connector support	Support for DocuSign's pre-built connectors; such as Salesforce, Microsoft, Workday and SAP to ensure your agreement processes run smoothly
Developer support	Support for DocuSign's standard APIs which customer's leverage in custom integrations. Plus up to 5 hours of e-signature product guidance covering best practices on implementation, APIs and workflow engagements

Services at a glance

<2 hours

target response time

<30 minutes

global emergency support response time

Pre-built connector and API integration support

Up to 5 hours of developer support product guidance

Trusted and secure

Meets or exceeds stringent US, EU and global security and privacy standards

Products covered

All DocuSign Agreement Cloud Products

Optional add-ons

Technical Customer Success Manager (TCSM)¹

¹ TCSMs are only available to Enterprise Premier customers with monthly subscriptions starting at \$20K

We are the Agreement Experts

DocuSign's Customer Success team provides comprehensive solutions and success capabilities including professional services, adoption and enablement programs, and support plans to help you accelerate time to value and outcomes for your business.

Our Agreement Experts are with you every step of the way to help you get started, drive adoption across your organization, optimize your solution and discover new opportunities with the DocuSign Agreement Cloud. For more information, contact your account team or sales@docuSign.com

About DocuSign

DocuSign helps organizations connect and automate how they prepare, sign, act on and manage agreements. As part of the DocuSign Agreement Cloud, DocuSign offers eSignature, the world's #1 way to sign electronically on practically any device, from almost anywhere, at any time. Today, over a million customers and more than a billion users in over 180 countries use the DocuSign Agreement Cloud to accelerate the process of doing business and simplify people's lives.

DocuSign, Inc.

221 Main Street, Suite 1550
San Francisco, CA 94105

docuSign.com

For more information

sales@docuSign.com
+1-877-720-2040