

## Premier Support Plan

We are committed to delivering enterprise-class, global support with a single objective in mind – your success. Our online case submission and management tools let you keep track of your most urgent questions through resolution. Our robust knowledge base, communities and online training make it easy for you to get the answers you need quickly.

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 experts.

### Key benefits

**Faster response times to minimize downtime**

**Get support when, where and how it's most convenient for you**

**Additional technical support for integrations, connectors or APIs**

**Easy access to online support resources**

**Sandbox environment for easier testing and rapid deployments**

### Features

<b>Guidance</b>	<b>DocuSign support center</b> Self-service resources to find answers or submit a web case
	<b>Support community</b> Engage our community of DocuSign customers and experts to ask questions
<b>Support</b>	<b>System availability monitoring</b> 24/7 access to DocuSign Trust Site for real-time system status and notifications
	<b>Online case management</b> Submit cases and view the status online
	<b>Target initial response time</b> A 4-hour response time for new cases
	<b>Global emergency support</b> A 1-hour <sup>1</sup> response time for Severity 1 technical incidents
	<b>Live phone support</b> Ability to speak to Customer Support 24/7 <sup>2</sup> (English only) to address technical questions, billing inquiries and account support (French, German and Portuguese-speaking agents available during standard Support hours)
	<b>Escalated support</b> Direct access to a senior technical resource as part of standard escalation process
	<b>Third-party software support</b> Support for DocuSign integrations or pre-built connectors such as Salesforce, Microsoft and Google
	<b>DocuSign sandbox demo environment</b> Test your current code up against upcoming releases or add new code to test prior to releasing into production

<sup>1</sup> The standard response time for Severity 1 (production system down) issues for DocuSign Intelligent Insights is two (2) hours.

<sup>2</sup> Support requests for DocuSign Intelligent Insights and Insight Accelerators should be submitted via email or the web. Access to speak to a Support representative is M-F from 8am – 5PM (local time).

### 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, more than 500,000 customers and hundreds of millions of users in over 180 countries use DocuSign to accelerate the process of doing business and to simplify people's lives.

### DocuSign, Inc.

221 Main Street, Suite 1550  
San Francisco, CA 94105

[docusign.com](http://docusign.com)

### For more information

[sales@docusign.com](mailto:sales@docusign.com)  
+1-877-720-2040