

Enterprise support packages

All Anaconda Enterprise customers with a current valid subscription receive our Standard Support package. To maximize their investment, some customers choose to purchase our Premium Support offering which includes additional training and support resources.

	Standard Support	Premium Support
1/2-day live Anaconda Enterprise Administrator training for up to 5 students delivered via web conference**	-	Yes
1/2-day live Anaconda Enterprise Data Science training for up to 20 students delivered via web conference**	-	Yes
Advanced professional services support provided by phone, email, or web conference**	-	Up to 12 hours annually
Access to Anaconda Support via the Support Portal SLA terms apply*	12x5	24x7 - Sev 1 only* 12x5 - Sev 2, 3, 4
Average support requests submitted per month	Up to 5	Unlimited
Designated support contacts (within your organization)	1 to 2	Up to 5
Assigned technical account manager (TAM) to: <ul style="list-style-type: none"> • Maintain ongoing team meetings • Host regular business reviews • Identify and triage escalations • Keep you apprised of product roadmap changes 	-	Yes

*24x7 support only applies to Urgent "Sev 1" issues with a current Premium Support subscription **Additional training seats, in-person training, and professional services are available at an additional cost. See your sales representative for details.



Support Hours

Standard Anaconda Support hours are 12x5 (Monday to Friday, 6am to 6pm U.S. Central time).

Anaconda Support is closed on the following U.S. holidays:

- New Year's Day (Jan 1)
- MLK day (3rd Monday in January)
- Memorial Day (Last Monday in May)
- Juneteenth (June 19)
- Independence Day (Jul 4)
- Labor Day (1st Monday in September)
- Thanksgiving Day (4th Thursday in November)
- Day after Thanksgiving
- Christmas Eve (Dec 24)
- Christmas Day (Dec 25)
- New Year's Eve (Dec 31)

Incident Severity and Response Times

Incident severity is an objective measure based on business disruption.

Response time is defined as the period between the creation of a support issue and a response from an Anaconda Support engineer. (Automated acknowledgments and messages are not included.)

Severity	Description	Response Time
Urgent (Sev 1)	Complete loss of application functionality. Production application down or major malfunction resulting in an inoperable condition. Users are unable to reasonably perform their normal functions.	< 1 business hour*
High (Sev 2)	Critical loss of application functionality. High number of users unable to perform their normal functions. Major feature/product failure -- inconvenient workaround or no workaround exists. The application is usable but severely limited.	< 4 business hours
Normal (Sev 3)	Moderate loss of application functionality. Multiple users impacted in their normal functions. Minor feature/product failure -- convenient workaround exists/minor performance degradation/ not impacting production.	< 12 business hours
Low (Sev 4)	Minor or no loss of application functionality. Product feature questions such as tickets that consist of "how-to" questions including issues related to one or multiple packages and integration, installation and configuration inquiries, enhancement requests, or documentation questions.	No SLA

Support Portal

At Anaconda, we help our users and administrators achieve their goals by answering questions about how to use and administer Anaconda Enterprise, troubleshoot problems, and escalate to other Anaconda resources as necessary. All support tickets are opened using the Anaconda Support portal (<https://support.anaconda.com>), allowing the Anaconda Enterprise Support team to follow up via the portal or web conference as necessary.

Conda Package Manager Support

Anaconda Enterprise customers also receive support for their use of the Conda package manager inside of their organization. Anaconda Support can also answer questions and provide general guidance on use of Conda packages, but cannot help you write code. If you need more assistance, please contact Anaconda for information about professional services.

Designated Contacts

Standard Anaconda Support customers may designate 1 or 2 contacts who may open and manage support tickets on behalf of your organization. Premium Anaconda Support customers may designate up to 5 contacts.