

Conga offers a variety of support plans, as described below. Customer should select a support plan based on the desired availability, response time, solution complexity, and support engagement.

	Self-Service	Base	Summit	Pinnacle
Support Plan Pricing	Included in the price of subscription	10% of net Subscription Services fees (\$1,200 support fee minimum)	18% of net Subscription Services fees (\$3,000 support fee minimum)	25% of net Subscription Services fees (\$50,000 support fee minimum)
Conga Online Self-Service Support (Unlimited Knowledge Users)	Product doc & Conga video library Knowledge base & known issues Ask-a-question & customer forums			
Conga Support Admins* (Access to submit cases)	1	2	5	10
Conga Case Initial Response Target	Sev 1-4: 2 business days	Sev 1: 4 bus. hours Sev 2-4: 1 bus. day	Sev 1: 2 hours Sev 2: 3 business hours Sev 3-4: 6 business hours	Sev 1: 1 hour Sev 2: 2 business hours Sev 3-4: 4 business hours
Case Submission	Online case submission and management	24/7 online case submission and management 24/5 Inbound Phone/Chat Support (Sun 6pm to Friday 6pm MST)		
Weekend Support	N/A	N/A	Sev 1 online case submission	Sev 1 Case Support Ongoing critical case handoff (avail. support admin required) Phone support
Support Resources	Pooled Technical Support			24/7 Pooled Technical Support

				Shared Named Support Specialist (Customer Business Hours)**
<b>Support Scope</b>	Break-Fix Out-of-Box Functionality			Break-Fix OOB and Customization Support  Customization Support not to exceed:  Conga API supported up to 300 lines per case  Conga callbacks supported up to 2000 lines per case
<b>Ongoing Case Update</b>	N/A	Sev 1-2: 1 per week	Sev 1: 1 business day  Sev 2-4: 1 per week	Sev 1: 1 per day  Sev 2-4: 2 business days
<b>Escalation Path</b>	N/A	Escalation button available:  Sev 1 – Immediately  Sev 2-4:  after 5 business days  1 escalation open at a time	Escalation button available:  Sev 1 Immediately  Sev 2-4: after 5 business days	Escalation button available:  Sev 1 – Immediately  Sev 2-4 1 business day  After Escalation Button  Level 1 – Director Escalation  Level 2 - Escalation Manager  Level 3 – VP Technical Support
<b>Technical Account Manager</b>	N/A	N/A	N/A	Available for an additional fee  1 (TAM) :8 (Accounts) = Up to 220 hours/year - \$30,000  1:4 = Up to 440 hours/year - \$60,000  1:1 = \$175,000

\*Additional Conga Support Admins may be purchased for an additional fee.

\*\*Shared Named Support Specialist is reserved for Level 3 customers paying a minimum of \$100,000 support fees per year.

## Definitions

**Apttus Community:** The community provides access to Apttus documentation and resources.

**Authorized Conga Support Admin:** Designated contacts that receive access to Apttus Install Center, can submit technical support cases, and can add/change community contacts on behalf of the organization.

**Break-Fix:** OOB product functionality that has been successfully deployed and is no longer working.

**Conga Online Self-Service Support:** 24x7 Conga Community access to documentation and forums that help provide answers to your questions with the ability to submit cases (Authorized Support Admins Only).

**Customization:** Added functionality to a product that is not Out-of-Box Functionality.

**Customization Support:** Break/Fix support of managed packages and customizations within designated guidelines, subject to the Customization Support Policy available for review upon request.

**Inbound Phone/Chat Support:** Communication channels that provides customers flexible options to reach a live our Technical Support engineers for case submission and assistance.

**Initial Response Target:** The time from case creation to case assignments and first response from engineer.

**Named Support Specialist:** An individual that is assigned to a specific customer who supports an average of four Pinnacle customers. The specialist supports the customer during their core business hours to handle and manage all cases for that customer. Outside of business hours, cases received are handled by Pooled Premier Engineers. Cases needing ongoing work will be handed off to the named engineer that will take ownership of the case and is responsible for case resolution.

**Out-of-Box Functionality (OOB):** Standard features generally available for the Subscription Services.

**Pooled Technical Support:** A group of agents that are assigned cases based on Support and Severity Level in the order the case is received.

**Technical Account Manager (TAM):** A solution expert with technical and functional experience who works collaboratively with the customers to strategically help customers realize optimal performance and growth.

## Version Support

Conga will provide Break-Fix version updates for software versions released in the twelve (12) months (N-2) preceding the last major version made generally available by Conga.

## Case Severity Definitions

Every support request is assigned a Severity Level by Conga, with critical production issues prioritized to minimize downtime.

See the severity guide below for details:

Severity Level	Definition
Sev 1	<p>Critical production issue having significant impact, with no workaround, affecting all users. The service is not available for use, including the failure of any documented features that is listed as a Tier 1 function in the product specifications.</p> <p>For effective Sev 1 support, customers must dedicate resources who are available to work the issue on an ongoing basis until issue is fixed or workaround is provided.</p>

Sev 2	Product issue where a documented feature is not available but does not prevent the use of a Tier 1 function in the product specifications. Services are functioning, but there is significant system impact on most Users with no reasonable workaround.  Issue preventing go-live within four (4) weeks of go-live date.
Sev 3	A documented feature impacting performance or a bug affecting some, but not all users in production or development environment. The documented features is impaired and a short-term workaround is available but does not prevent the use of a Tier 1 function.
Sev 4	A level 4 issue is a general question or non-critical issue that may be cosmetic in nature or documentation related. (ii) a bug affecting a user or a small number of users, or (iii) an inconsistent non-reproducible scenario that requires resolution as reasonably practicable.

### **Case Resolution**

Technical Support will troubleshoot, identify a root cause and provide resolution. The time to resolve a case is defined as the time from creation to the time the engineer provides a resolution. For quick and timely resolution, our [Technical Support Case Handling Guidelines](#) outlines the case process and responsibilities.

### **Product Bug Handling**

If a product bug is identified, our Product Engineering team will validate, test and provide a fix in a future release. Customer must upgrade via the Install Center to receive and apply the fix. Conga recommends applying and testing the fix to a non-production environment prior to moving to production environment to minimize critical impact to users.

### **Contact Conga Support**

Until the integration of Conga and legacy Apttus systems, please use the community portal related to each of your products, as applicable.

- Legacy Conga Community – [congacommunity.force.com](http://congacommunity.force.com)
- Legacy Apttus Community – [community.apttus.com](http://community.apttus.com)

Updates and communication will be provided prior to the launch of the new Conga Community.

The authorized Conga Support Admins will be provided with login and contact information. To add additional community knowledge users, please have them register with their company email address on the community home page.