

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.

	<b>Self-Service</b>	<b>Base</b>	<b>Summit</b>	<b>Pinnacle</b>
<b>Support Plan Pricing</b>	Included in the price of subscription	As specified in the Order Form (\$1,200 annual support fee minimum)	As specified in the Order Form (\$3,000 annual support fee minimum)	As specified in the Order Form (\$50,000 annual support fee minimum)
<b>Conga Online Self-Service Support</b> <b>(Unlimited Knowledge Users)</b>	Product doc & Conga video library  Knowledge base & known issues  Ask-a-question & customer forums			
<b>Conga Support Admins*</b> <b>(Access to submit cases)</b>	2	2	5	10
<b>Conga Case Initial Response Target</b>	Sev 1-4: 2 business days	Sev 1: 4 business hours  Sev 2-4: 1 business 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
<b>Resolution Non-Penalty SLOs**</b>	N/A	Based on support investment****	Based on support investment****	Sev 1: 1 day  Sev 2: 2 business days

				<p>Sev 3: 5 business days</p> <p>Sev 4: 7 business days</p>
<b>Weekend Support</b>	N/A	N/A	Severity 1 Case Support (available Customer admin required)	Severity 1 Case Support (available Customer Admin required)
<b>Support Resources</b>	Pooled Technical Support	Pooled Technical Support	<p>24/7 Pooled Premier Technical Support</p> <p>Rapid Response Team</p>	<p>Named/Assigned Support Engineer (&gt; \$75,000 Support Fee) (Customer Business Hours), 24/7 Pooled Premier Technical Support</p> <p>Rapid Response Team</p> <p>Strategic Team</p> <p>Critical support for events like quarter end, upgrades, etc.</p>
<b>Support Scope</b>	Break-Fix Out-of-Box Functionality	Break-Fix Out-of-Box Functionality	<p>Break-Fix support and Customization troubleshooting not to Exceed: Conga API support up to 300 lines per case. Conga callback supported up to 2000 lines per case.</p> <p>(Customization/custom code troubleshooting till we find root cause either with product or customization) (Customer is expected to take over once issue is identified with</p>	<p>Break-Fix and Customization Support not to Exceed: Conga API support up to 300 lines per case. Conga callback supported up to 2000 lines per case.</p> <p>Developer Support (break fix and implementation)</p> <p>Fast track support for certified support contacts.***</p>

			<p>customization, Conga to continue with out of box product related issues)</p> <p>Formal RCA when requested.</p>	<p>Formal RCA when requested. Proactive recommendations to avoid future issues.</p>
<b>Support Connect</b>	N/A	<p>QBR with TS managers based on support investment.****</p>	<p>QBR with TS managers based on support investment.****</p>	<p>Weekly open case review with named engineer.</p> <p>Monthly review of case trends, upgrade plans, etc. with named engineer.</p> <p>Quarterly review with TS manager.</p>
<b>Escalation Path</b>	N/A	<p>Escalation button available:</p> <p>Sev 1: Immediately</p> <p>Sev 2: After 2 business days</p> <p>Sev 3-4: After 5 business days</p> <p>1 escalation open at a time</p>	<p>Escalation button available:</p> <p>Sev 1: Immediately</p> <p>Sev 2-4: After 1 business day</p>	<p>Escalation button available:</p> <p>Sev 1: Immediately</p> <p>Sev 2-4: After 1 business day</p> <p>After Escalation Button:</p> <p>Level 1: Director Escalation</p> <p>Level 2: Escalation Manager</p> <p>Level 3: VP Technical Support</p>

\* Customers can purchase additional admins up to 50% of offered contacts at the cost of \$300 per month.

\*\* For "Resolution Non-Penalty SLOs" Subscriber or equivalent access is mandatory. The Non-Penalty Resolution SLOs do not apply to bugs, enhancements, intermittent/nonreplicable issues and implementation issues. Resolution time is calculated based on date and

time resolution was provided by conga minus case created date and time. Achieving resolution SLO is joint responsibility of both the parties Conga and the Customer e.g. Customer to provide required details and access in timely manner and conga to progress in timely manner. For S1 and S2 cases it is required for customers to be available on calls as needed, in absence of which Conga may reduce the case severity).

\*\*\* For fast-track support Certified support contact needs to request for it, via assigned engineer. The request needs to be approved by a Conga Technical Support Director. Onboarding needs to be done.

\*\*\*\* >\$75,000 minimum **support investment** for Summit and Base customers to avail "**Resolution Non-Penalty SLOs**", (Sev 1: 1 Day, Sev 2: 3 business days, Sev 3: 7 business days, Sev 4: 10 business days) and **QBR with TS Manager**.

## Definitions

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

**Chat Support:** Communication channel that provides customers a flexible option to reach a live Technical Support engineers for case submission and assistance.

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

**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 (Conga Support Admins Only).

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

**Critical Event Planning:** Feature that helps customers plan for their critical events like quarter/year end, upgrades or peak time of the year, customer will need to update Conga assigned engineer 4 weeks in advance, Conga will enable special flag so, any cases logged by the customer during this period will be considered priority, Customer can available up to four such critical events in a year each of maximum 7 days

**Customization:** Added functionality to a product that is not OOB.

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

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

**Named Support Engineer:** An individual that is assigned to a specific customer who supports an average of four Pinnacle customers. The engineer 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.

**Rapid Response Team:** Team of experts who will help you with critical severity 1 and 2 issues.

**Strategic Team:** Assist your assigned engineer to meet speed, skill and scale of your case needs. It is an on-demand team which your assigned engineer will engage as needed e.g. upgrades, critical events, etc.

## Developer Support

Covers Break-Fix customization/custom code issues, help during implementation (does not cover solution design related needs). e.g. If

Customer is implementing a solution via custom code and have specific questions around Conga APIs or errors that is covered, however if the expectation is how to achieve a use case using custom code, that is not in Technical Support scope.

### 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	Description
Level 1 - Critical	Critical production issue affecting all users, including system unavailability and data integrity issues with no workaround available.
Level 2 - Urgent	Major functionality is impacted, or significant performance degradation is experienced. Issue is persistent and affects many users and/or major functionality. No reasonable workaround available. Also includes time-sensitive requests such as requests for feature activation or a data export.
Level 3 - High	System performance issue or bug affecting some but not all users. Short-term workaround is available, but not scalable.
Level 4 - Medium	Inquiry regarding a routine technical issue; information requested on application capabilities, navigation, installation, or configuration; bug affecting a small number of users.

### Case Resolution

Technical Support will troubleshoot, and attempt to 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

Access technical support through the Conga Customer Community at: <https://community.conga.com/s/login/> via the [technical support chat](#) or [contact Customer Success directly](#) at: <https://community.conga.com/s/get-help-cs>.

Submit a support case at: <https://community.conga.com/s/allcaseslistview>, review open cases, and search our ever-growing library of knowledge articles at: <https://community.conga.com/s/knowledge-base> –all designed to help you quickly and accurately solve any technical issues.

All customers may register for general access to the Conga Customer Community here: <https://community.conga.com/s/registration>.