

Anaconda can help 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 web site, and Anaconda support will follow up via the site, email or web conference as necessary.

Incident Severity and Response Times

Incident severity is an objective measure based on the disruption to the customer's business.

Response time is defined as the period between the creation of the issue and a response from an Anaconda Support agent (automated acknowledgements and messages are not included).

Severity	Description	Response Time
1 (Critical)	Complete loss of application functionality. Production application down or major malfunction resulting in a inoperable condition. Users are unable to reasonably perform their normal functions.	<1 hour
2 (High)	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 hours
3 (Medium)	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 hours
4 (Low)	Minor or no loss of application functionality. Product feature requests, how-to questions. Tickets 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 Hours

Standard Anaconda Support hours are Monday to Friday, 6am to 6pm Central US time. In addition, Anaconda offers 24x5 response (24 hours a day, Monday to Friday Central US time) for Severity 1 incidents.

Anaconda support is closed on the following US holidays: New Year's Day (January 1), Memorial Day (Last Monday in May), Independence Day (July 4), Labor Day (First Monday in September), Thanksgiving Day (Fourth Thursday in November), Day after Thanksgiving, Christmas Eve (December 24), Christmas Day (December 25), New Year's Eve (December 31)

Anaconda Premium Support

Anaconda Premium Support offers a higher level of service and includes training for data scientists and administrators on Anaconda Enterprise. Please see the Premium Support datasheet for details.

Conda Package Manager Support

Customers of Anaconda Enterprise 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.

Support Entitlement

Anaconda Support is provided to customers with a current valid subscription for Anaconda Enterprise software.