

Anaconda Enterprise Support

All Anaconda Enterprise customers with a current valid subscription receive our Standard Support package. Additionally, to help maximize their investment, customers may purchase our Premium Support offering which includes additional training and support resources for the Anaconda Enterprise deployment.

ITEM	STANDARD SUPPORT	PREMIUM SUPPORT
1-day live Anaconda Enterprise Administrator training for up to 5 students delivered via web conference**	-	Yes
1-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 customer success manager (CSM) to: <ul style="list-style-type: none"> • Maintain ongoing team meetings • Identify and triage escalations • Host regular business reviews • Keep you apprised of product roadmap changes 	-	Yes
Early access to Anaconda Enterprise roadmap and review with Anaconda product team	-	Yes

*24/7 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 Monday to Friday, 6am to 6pm Central US time.

Anaconda support is closed on the following US holidays: New Year's Day (Jan 1), Memorial Day (Last Monday in May), Independence Day (Jul 4), Labor Day (1st Monday in Sep), Thanksgiving Day (4th Thursday in Nov), Day after Thanksgiving, Christmas Eve (Dec 24), Christmas Day (Dec 25), New Year's Eve (Dec 31)

