DigiCert® Partner Support

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Overview

DigiCert Partner Support combines industry-leading technical expertise with validation coordination, technical enablement, and operational guidance to help partners efficiently support their customers.

Support plans scale from self-service assistance to strategic partner support with dedicated partner resources designed to reduce operational risk, accelerate validation, and improve partner and customer outcomes.

Support Tier	Partner Standard	Partner Business	Partner Premium
Primary Value	Resolve operational issues as they arise.	Reduce operational risk through priority support and SLA-backed response times.	Reduce operational risk and maximize business continuity through proactive enterprise support and validation guidance.
Positioning	Self-service partner support	SLA-backed operational support	Strategic partner support
Support Model	Reactive	Priority Operational	Strategic & Proactive
Support Channels	Digital support (AI, KB, Chat, Email)	Multi-channel support (Digital + Phone)	Enterprise partner support (Business Channels + Enterprise Support Portal)
Support Availability	24x5	24x7	24x7
Target Initial Response Times	Best effort	SEV1: 20m (phone call required) SEV2: 1.5h SEV3: 6h	SEV1: 10m (phone call required) SEV2: 1h SEV3: 4h
Target Resolution Times	Best effort	SEV1: 1 business day SEV2: 3 business days SEV3: Commercially reasonable timeframe	SEV1: 4 hours SEV2: 1 business day SEV3: Commercially reasonable timeframe
Technical Support & Validation Queue Priority	Low Priority	Medium Priority	High Priority

Premium Partner Services (Partner)			
Validation Coordinator	No	No	Dedicated
Operational Validation Reviews	No	No	Recurring
Enterprise Support Portal	No	No	Included
Partner Enablement & Training	No	No	Included
Incident Root Cause Analysis	No	No	Included
Dedicated Testing Environment	No	No	Included

Partner Account Coordinator

Premium Partners will receive personalized validation support through a named, dedicated Partner Account coordinator who serves as your consistent point of contact, providing guidance and helping you navigate validation requirements with confidence.

SLA & Resolution Policy

- DigiCert commits to commercially reasonable efforts to meet target initial response and mitigation times based on issue severity.
- Target response and mitigation times represent goals, not guarantees, and may vary based on issue complexity, customer responsiveness, third-party dependencies, operational impact, and security considerations.
- Resolution targets do not apply to product defects, software bugs, feature limitations, third-party dependencies, or issues requiring code changes, architectural modifications, or future product enhancements.
- Issues requiring Product or Engineering involvement will be prioritized according to business impact, technical complexity, security implications, and product roadmap considerations.
- Where immediate resolution is not possible, DigiCert will provide commercially reasonable mitigation guidance, workarounds, status updates, and ongoing communication until a permanent resolution or workaround is available.