

# Which Success Plan is right for my team?

With **Stack Overflow Business**, there are multiple customer success and support plans to fit your needs.

Fast track collaboration, productivity, and knowledge sharing with the right plan for your Team.



All Business customers get **Standard** support, which includes a one-hour onboarding training sessions with a member of our **Community Development** team.

Our **Jumpstart** and **Premier** support options are ideal for larger teams that could benefit from more hands-on support.

## Standard

**Included**

Single onboarding and training session

## Jumpstart

**\$5,500 one-time fee**  
 Ideal for 100-500 users

90 day onboarding and training program

## Premier

**\$4 per user/month**  
 Min. 250 users

Enterprise-level ongoing & dedicated support

### Support

	Standard	Jumpstart	Premier
Web	✓	✓	✓
Email	9:00 AM - 5:00 PM ET 1 business day response	9:00 AM - 5:00 PM ET 1 business day response	6:00 AM - 6:00 PM ET 8 business hour response
Phone & Video		During Jumpstart only	✓
Self-service learning guide & knowledge base	✓	✓	✓

### Customer success

1 hour onboarding/training session	✓	✓	✓
90 days guided community building		✓	
Community kickstart program + ongoing support			✓
Dedicated account team			✓