

10x5 Service Levels

Payara Enterprise



Software. Security. Stability. Support.



Standard Support Hours

8am – 6pm GMT/BST Monday – Friday excluding Public Holidays in England



Payara Enterprise Service Levels

Support requests can be raised via telephone, web (by using the support portal) or email. When diagnosed, support requests will be assigned a priority and SLA depending on the environment where the incident has taken place:

Priority 1

HIGH

Payara Enterprise will respond to your queries with the following SLAs:

A production issue causing complete unavailability of the system or a critical component of the system where no workaround exists. Or a critical incident in development that may prevent a release or an upgrade of the current environment.

PRODUCTION

4 HOURS

during standard support hours

DEVELOPMENT

8 HOURS

during standard support hours

Priority 2

NORMAL

Payara Enterprise will respond to your queries with the following SLAs:

A production issue caused by any loss of function with the system operationally stable, or non-blocking development issues encountered in the development of an application that requires advice to progress.

PRODUCTION

16 HOURS

2 BUSINESS DAYS

during standard support hours

DEVELOPMENT

32 HOURS

4 BUSINESS DAYS

during standard support hours