10x5 Service Levels
Payara Enterprise

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:

- **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:

- **Production**
  - 16 HOURS
  - 2 BUSINESS DAYS during standard support hours
- **Development**
  - 32 HOURS
  - 4 BUSINESS DAYS during standard support hours