

24x7 Service Levels



Software. Security. Stability. Support.

Payara Platform Enterprise



Standard Business Hours*

24/7 for Priority 1 issues
8am – 6pm GMT/BST Monday – Friday excluding
Public Holidays in England for issues below Priority 1



Service Levels

Support requests can be raised at a number of severities via telephone, web or email

Priority 1

URGENT

Payara will respond to your queries with the following SLAs:

1 Hour (24/7)

when incidents are raised by telephone

1 Business Hour*

when incidents are raised via web or email

A production issue causing complete unavailability of the system or a critical component of the system where no workaround exists. Requires urgent investigation.

Priority 2

HIGH

Payara will respond to your queries with the following SLA:

4 Business Hours*

A production issue causing a serious disruption of operation. A short-term workaround may exist. Requires immediate investigation.

Priority 3

MEDIUM

Payara will respond to your queries with the following SLA:

1 Business Day*

For a production system where an issue is causing some parts of the system to be functioning incorrectly, but a workaround exists. For development an issue which prevents testing or deployment from proceeding.

Priority 4

LOW

Payara will respond to your queries with the following SLA:

2 Business Days*

For production an issue without a serious impact or where an acceptable workaround exists. In development a request for best practice guidance and advice.

*during Standard Business Hours