

# 24/7 Service Levels

## Payara Enterprise



Software. Security. Stability. Support.



### Standard Support Hours

24/7 for Priority 1 issues.

8am – 6pm GMT/BST Monday – Friday excluding Public Holidays in England for Priority 2 issues.



### 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

**1 HOUR (24/7)** when incidents are raised by telephone.

**1 HOUR** during standard support hours when incidents are raised via web or email.

#### DEVELOPMENT

**4 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

**8 HOURS**  
**1 BUSINESS DAYS**

during standard support hours

#### DEVELOPMENT

**16 HOURS**  
**2 BUSINESS DAYS**

during standard support hours