24x7 Service Levels
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*