

Migration & Project Support

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 at several severities via telephone, web (by using the support portal) or email.

Priority 1

HIGH

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

A critical incident that may prevent a release or an upgrade of the current environment.

8 HOURS

1 BUSINESS DAY

during standard support hours

Priority 2

NORMAL

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

Non-blocking development issues encountered in the development of an application that requires advice to progress.

32 HOURS

4 BUSINESS DAYS

during standard support hours