



Support Response Time

When entitled support cases for products purchased through Red Hat Marketplace are received through the Marketplace, there is a commitment to the response times and coverage in the service Level table below.

Enterprise Product Editions are eligible for cases at all Severity Levels listed.

Developer Product Editions are only eligible for cases at Severity Level 4.

Trial Product Editions and Community Product Editions are not eligible for support above Tier S, except by special agreement; the table below is not applicable to these editions.

A "Response" is defined as a human support agent's first response, confirming that a case has been received.

Severity Level	Title	Response Time	Coverage
Level 1	<p>Critical Business Impact</p> <p>Business critical functionality is inoperable or critical interface has failed. This usually applies to a Production environment and indicates an inability to access services resulting in a critical impact on operations. This condition requires an immediate solution. Customer must log a Severity 1 case within 24 hours of first becoming aware that there is a critical business impact and the service is not available.</p> <p>Examples</p> <ul style="list-style-type: none">• Red Hat Marketplace Platform is unreachable.• An existing business-critical deployment cannot be re-started or accessed	Within 1 hour	24/7

(continued)

Severity Level	Title	Response Time	Coverage
Level 2	<p>Significant Business Impact</p> <p>A service, business feature, or function of the service is severely restricted in its use, or Customer is in jeopardy of missing business deadlines.</p> <p>Examples</p> <ul style="list-style-type: none">• A new deployment cannot be started or accessed.• A Product's important – but not business-critical – function is not operating.	Within 1 business hour	Mon-Fri business hours
Level 3	<p>Minor Business Impact</p> <p>The service or functionality is usable and the issue does not represent a critical impact on operations.</p> <p>Examples</p> <ul style="list-style-type: none">• Performance is slow.• A platform or Product feature can only be operated through a sub-optimal process.	Within 1 business day	Mon-Fri business hours
Level 4	<p>Minimal Business Impact</p> <p>An inquiry or non-technical request.</p> <p>Examples</p> <ul style="list-style-type: none">• Question regarding Red Hat Marketplace Platform or a Product on the platform.• A question on how to properly configure Product.• A content error pertaining to the Red Hat Marketplace platform or a Product on the platform	Within 1 business day	Mon-Fri business hours