Red Hat Marketplace

Support Capabilities

Red Hat Marketplace provides prioritized case handling and a support experience that is aligned with your business needs.

When Entitled Customers submit support cases through Red Hat Marketplace and related to the use of Red Hat Marketplace – including access, features, purchasing products, billing, entitlement and provisioning, Red Hat Marketplace will provide platform support. Entitled Customers are customers who have purchased a Product, and are requesting support for Red Hat Marketplace activity related to that product.

In the event Red Hat Marketplace receives a support inquiry related to usage of a Provider's Product, Red Hat Marketplace will direct the User to the Vendor's support method on their Red Hat Marketplace product page.

Platform Support, and guidance for Product Usage Support

Standard Support covers support for the Red Hat Marketplace Platform and the provisioning of purchased Products through the platform at the "Standard" service levels stated in the Service Level table, consistent with the terms specified below except where otherwise noted.

Type	Scope examples	Support offered
Red Hat Marketplace Platform	Red Hat Marketplace access, accounts, billing, dashboards, support, onboarding, catalog management, entitlement. When provisioning Products (Trial, Free, and Paid) using Red Hat Marketplace management tools	All Accounts are supported at the Standard service levels. Business hours for the Red Hat Marketplace Platform are during North America Eastern Time.
Paid (Product) Edition	An edition of a product that has a cost greater than zero. Also referred to as a "Purchased (Product) Edition"	Support commitment and method as specified by the Vendor
BYOL (Product) Edition	An edition of a product purchased elsewhere.	Where available, Time to First Response is provided with a Provider's Service Level Agreement.
Trial (Product) Edition	An edition of a product that has a cost of zero for a limited amount of time, with no renewals.	Unless otherwise agreed by Provider, supported only with Documentation & Self-support, including provider's community support.
Community (Product) Edition	An edition of a product that has a cost of zero for an unlimited period of time or unlimited number of renewals.	Supported only with Documentation & Self-support, including provider's community support.

Customer responsibilities

Red Hat Marketplace does not warrant that the platform and Products available on the platform are defect free; however, Red Hat Marketplace and the Providers do endeavor to fix the platform and Products (respectively) to work as designed. It is important to note that Customers play a key role in assisting us when they have questions about or have encountered problems with a Product. Information that Customers provide about their system and/or problem is often critical to resolving their issue.

Customers are asked to follow these practices to help support teams better understand the problem and more effectively respond to Customer concerns, as well as help make the best use of the Customer's time:

- Submit platform problems electronically through the Red Hat Marketplace
- Submit product problems through the method specified by the Provider
- Keep different issues (questions or problems) separate (one issue per support ticket, incident or case)
- Select a Severity based on Customer's judgment of the business impact
- Keep support informed of major upgrades/implementations of Customer's system (where applicable)
- Provide timely feedback on recommendations, so the support team can close out the issue when it has been resolved.

Customers will be required to provide the following information when contacting Red Hat Marketplace support:

- Customer's name, company name, email address, and telephone number with extension (if applicable)
- Ticket, incident, or case number (as applicable)
- Support entitlement identifiers such as client ID, mailbox ID, or Customer number, as appropriate for the offering
- Product name (release level and any Product maintenance level, if applicable)
- Any additional information required by the support team

Customers may also be asked to:

- Capture documentation at the time of a failure
- Apply a trap or trace code to a system
- Format the output from the trap or trace (if needed)
- Send documentation or trace information (in hardcopy or digital copy) to the remote support center or Product Provider.

Users of Red Hat Marketplace Support

Red Hat Marketplace enables enterprise developers to build solutions for their solution users, and for IT managers and procurement managers to manage Product licenses, usage, and deployments. Red Hat Marketplace Support is intended to serve those individuals, and to supplement their ability to subsequently support their solution users; it is not intended as help-desk support directly for their solution users.

Case limitations

Unless otherwise stated, Red Hat Marketplace allows an unlimited number of technical support cases for the platform. Each case should be specific to a unique issue in order to maintain clear objectives and timelines.

Exchanging data

Red Hat Marketplace Support professionals may request that problem information or test cases be provided in order to help troubleshoot. By the terms and conditions set forth in the Cloud Service Agreement and Service Description, this information will be non-confidential (for example, not labeled "[your company] confidential"). Once the information is received, Support will use it only for the purposes for which it was provided - that is, to fix defects or to provide support for Red Hat Marketplace Products or services. Red Hat Marketplace Support will not disclose it to other parties, except to contractors of IBM and/or the Provider who may be used to help resolve technical issues. Red Hat Marketplace Support, its partners and Providers will delete, destroy, or return the data when it is no longer required. If the Customer elects to have Red Hat Marketplace Support return physical media, the Customer will be responsible for arranging transport and delivery. Red Hat Marketplace Support will hand off the media to a Customer designated carrier from a Red Hat Marketplace Support location, but will have no responsibility or liability for return of the media. For more information on exchanging diagnostic data, please refer to the Enhanced Customer Data Repository (ECuRep) - Terms of Use.

Applying fixes

Customers are also responsible for obtaining and applying fixes to their systems and testing the fixes to ensure success. Occasionally, removal of installed fixes may be necessary in the process of isolating problems. Sometimes fixing a problem will mean the installation of a later release of the Product as some fixes cannot be retrofitted into earlier code. If a Customer does not have the required skill or are not positioned to complete the work necessary to resolve the problem, they can engage a services Provider such as IBM Global Technical Services (GTS) or a business partner to assist, for an additional fee.

Local languages

Currently Red Hat Marketplace Support will be provided in English.

Response goals

Red Hat Marketplace Support will use commercially reasonable efforts to respond to cases raised by authorized contacts within the criteria outlined in this guide. Support's initial response may result in resolution of the request, or it will form the basis for determining what additional actions may be required to achieve technical resolution. Depending on the complexity of the request, the next response may take days. Agreement between Customers and Red Hat Marketplace Support professionals is vital to determine what the next action is and when the next checkpoint will be. Severity 2, 3, and 4 problems reported outside business hours will be responded to the next business day.

Business Hours

The Red Hat Marketplace platform support Business Hours are Monday through Friday, 8:00 a.m. - 5:00 p.m. Eastern Time, excluding US national or statutory holidays. Keep this in mind if Customer operations are outsourced to a help desk or firm that is overseas or working in another time zone.

Red Hat Marketplace support for Cloud Environments

Red Hat Marketplace is not responsible for a Customer's cloud environment, public or private, only the provisioning of the Product within the OpenShift cluster(s) deployed to the cloud environment.

Red Hat Marketplace support for Free Datasets

Datasets offered on Red Hat Marketplace are provided on an "AS IS" basis and IBM makes no warranties or conditions, express or implied, regarding the datasets or support for them. If support is needed for the dataset, reference the resources below and/or reach directly out to the source for any additional questions.

Red Hat Marketplace support for products purchased elsewhere but provisioned and managed through Red Hat Marketplace ("BYOL")

Support case SLAs, such as Time to First Response, are specific to the original purchase agreement. For products purchased on Red Hat Marketplace, our Support commitment can be found in the Support Center. For products purchased elsewhere but provisioned and managed through Red Hat Marketplace, our support commitment applies only to the platform functionality and the provisioning of the products; these are not considered to be products purchased on Red Hat Marketplace.

Self Service Support Documentation

Each Product on the Red Hat Marketplace can have documentation explaining the basic functions of the Product, how to install it, how to use it, and select Frequently Asked Questions.