Support Response Time

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, there is a commitment to the response times and coverage in the service level table below. Entitled Customers are customers who have purchased a Product, and are requesting support for Red Hat Marketplace activity related to that product.

There is no commitment by Red Hat Marketplace for other support, or to other Users; Users submitting such cases can anticipate a response time equivalent to Severity Level 4.

Support for product Configuration, Usage, and Functionality is performed by the Provider at the Service Level specified by the Provider, and through the contact method provided by the Provider. This information can be found on the product page on Red Hat Marketplace.

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	**Critical Business Impact** 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. **Example** • 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	**Significant Business Impact** A service, business feature, or function of the service is severely restricted in its use, or Customer is in jeopardy of missing business deadlines. **Examples** • A new deployment cannot be started or accessed. • Red Hat Marketplace Platform is unreachable.	Within 2 business hours	Mon–Fri business hours
Level 3	**Minor Business Impact** The service or functionality is usable and the issue does not represent a critical impact on operations. **Examples** • Performance is slow. • A platform feature can only be operated through a sub-optimal process.	Within 1 business day	Mon–Fri business hours
Level 4	**Minimal Business Impact** An inquiry or non-technical request. **Examples** • Question regarding Red Hat Marketplace Platform or a Product on the platform. • A question on how to properly deploy an Operator to OpenShift. • A content error pertaining to the Red Hat Marketplace platform or a Product on the platform	Within 1 business day	Mon–Fri business hours

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