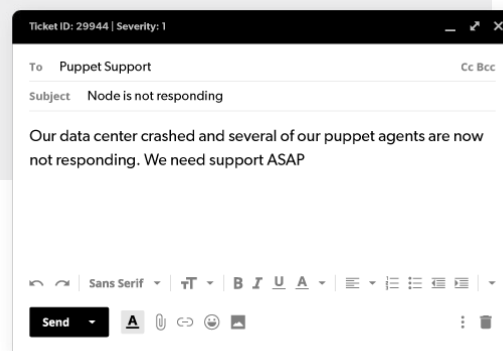


DATASHEET

Technical Support for Puppet Enterprise

Get the support coverage you need for your Puppet Enterprise infrastructure, including premium extensions like Security Compliance Enforcement and Impact Analysis.



Support Levels That Suit Your Needs

Not all organizations have the same support needs. With our Premium and Standard support levels, you can pick the level of support that best fits the needs of your infrastructure.

Priority Level	Premium	Standard
Priority 1 Critical production Puppet functionality is inoperative or severely degraded. No workaround is available.	1 Hour Initial Response Time 24x7 Phone Support	1 Business Hour Initial Response Time Note "Priority 1" in Ticket Subject Line
Priority 2 Puppet functionality or performance is significantly degraded. A workaround may be available.	4 Hours Initial Response Time	4 Business Hours Initial Response Time
Priority 3 Puppet functionality or performance is not significantly degraded. A workaround may be available.	12 Hours Initial Response Time	12 Business Hours Initial Response Time
Priority 4 Puppet is functioning and performing as normal. Use this priority level for a question or informational request.	Next Business Day Initial Response Time	Next Business Day Initial Response Time
Support Response Hours	24 x 7	Mon-Fri 8am to 6pm (contract address timezone)
Problem Submission by Phone	4 hours (Priority 1)	n/a
Problem Submission by Online Portal	4 hours	✓
Maximum Number of Support Contact	Unlimited	4 named contacts
Maximum Number of Cases Per Calendar Month	Unlimited	5

Additional support information can be found in the **Puppet Customer Handbook** at www.puppet.com/support/puppet-customer-handbook