

Support times - SLA Statement

This the support statement for Play SQL. Please note:

- Informational only: This SLA is an information of intent and does not engage Play SQL in any way. Please refer to the license for more information.
- As with any support, there is no guarantee that bugs *can* be fixed in a limited timeframe, that developments will be made specifically for you or that the root cause of your issue will be found. It is recommended to backup your database before performing administrative operations.

Support

The best way to contact us is email.

Medium	Best	Links
Documentation		Browse https://documentation.play-sql.com
Service desk	✓	https://playsql.atlassian.net/servicedesk
Email		support@play-sql.com
Chat (Slack) for informal help		The URL for the chat is provided in-app. Please revert to email if not available by chat.
JIRA		https://playsql.atlassian.net

High Uptime

It is important you have autonomy to solve your problems. Therefore, we have the Documentation website (Http and Https), the JIRA issue tracker, the Marketplace and the Sandbox monitored by an independent provider, [Uptime Robot](#).

With a 5-minutes probe interval, we reach close to 100% availability.

Last unavailability: Regular upgrade of our JIRA OnDemand instance by Atlassian (9 minutes).

See live dashboard on uptime.play-sql.com.



⚠ This screenshot is an archived copy of our monitoring tool.

Business hours

Play SQL is located in France. Germany and UK have the best support response. I recommend using <http://www.worldtimebuddy.com/> for easy conversion.

Timezone	Most responsive support											Dinner time						
	8	9	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19	20	21	22	23	0:00	1am+
France (Play SQL)																		
San Francisco, USA	11pm	12am	1am	2am	3am	4am	5am	6am	7am	8am	9am	10am	11am	12pm	1pm	2pm	3pm	4pm+
Sydney, Australia	6pm	7pm	8pm	9pm	10pm	11pm	12am	1am	2am	3am	4am	5am	6am	7am	8am	9am	10am	11am+

Temporary leave notice

- Unavailable from 06 Aug 2018 to 15 Aug 2018