

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 the Service Desk portal.

Medium	Best	Links
Documentation		Browse https://documentation.play-sql.com
Service desk portal	✔ Use this for questions and bug reports	https://playsql.atlassian.net/servicedesk
Email		support@play-sql.com
JIRA		https://playsql.atlassian.net

Business hours

Play SQL is located in France. Use <http://www.worldtimebuddy.com/> for easy conversion.

Timezone			Most responsive support															
France (Play SQL)	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+
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 13 Jul 2020 to 18 Jul 2020
- Unavailable from 03 Aug 2020 to 08 Aug 2020