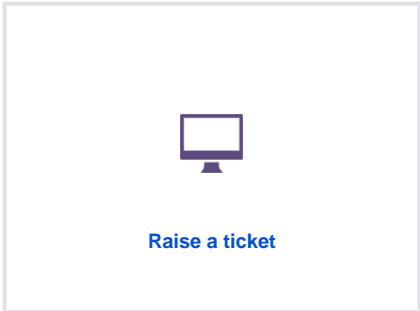


# Support times - SLA Statement



## Support

The best way to contact us is the [Service Desk portal](#).

Medium	Links
Documentation	<a href="https://documentation.play-sql.com/display/R/Y">https://documentation.play-sql.com/display/R/Y</a>
Technical documentation	<a href="https://docs.requirementyogi.com/">https://docs.requirementyogi.com/</a>
Email (not regularly monitored)	<a href="mailto:support@requirementyogi.com">support@requirementyogi.com</a> (Not recommended, please create a ticket instead)
Issue trackers	<a href="https://playsql.atlassian.net">https://playsql.atlassian.net</a>

## Response times

Our public target is to provide an answer within:

- **4hrs during working days** for issues with the priority "Matter of hours", if relevant,
- 8hrs (1 working day) for issues with other priorities,
- 3 days in every case for non-Data Center apps.
- Except on bank holidays and on temporary leave, provided on this page ([Support times - SLA Statement](#)),
- We may have exceptional delays due to COVID-19.

This SLA is an information of intent, and does not engage Play SQL in any way.

Bugfixes and improvements are explicitly not part of any SLA, as software complexity makes it difficult to estimate the timeframe.

## Temporary leave notice

- Unavailable on 11 Nov 2021
- Unavailable from 24 Dec 2021 to 03 Jan 2022

## Data Center escalation process

Data Center customers operate our products in mission critical environments and want to feel confident that if issues arise they can be addressed quickly. We want to reassure them that we'll monitor the response times to their support requests:

<p><b>Step 1</b></p>	<p>Create a support request on <a href="https://playsql.atlassian.net/servicedesk">https://playsql.atlassian.net/servicedesk</a>.</p> <p>Don't forget to mention "Data Center" to be in the right queue.</p> <p>Instance type *</p> <div data-bbox="264 268 1029 537"> <input type="text" value="Data Center"/> <ul style="list-style-type: none"> <li>Server</li> <li style="background-color: #e6f2ff;">Data Center</li> <li>Cloud</li> <li>Evaluation</li> <li>Matter of hours</li> </ul> </div>
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