


# Technical Support for Puppet Enterprise

Get the support coverage you need for your Puppet Enterprise infrastructure, including Puppet supported modules like Continuous Delivery and Security Compliance Enforcement.

## 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.

Severity Level	Premium	Standard
<p><b>Blocker</b> Critical production Puppet functionality is inoperative or severely degraded. No workaround is available.</p>	<p><b>1 Hour</b> Initial Response Time <b>24x7 Phone Support</b></p>	<p><b>1 Business Hour</b> Initial Response Time <b>Note "Blocker" in Ticket Subject Line</b></p>
<p><b>Critical</b> Puppet functionality or performance is significantly degraded. A workaround may be available.</p>	<p><b>4 Hours</b> Initial Response Time</p>	<p><b>4 Business Hours</b> Initial Response Time</p>
<p><b>Major</b> Puppet functionality or performance is not significantly degraded. A workaround may be available.</p>	<p><b>12 Hours</b> Initial Response Time</p>	<p><b>12 Business Hours</b> Initial Response Time</p>
<p><b>Minor</b> Puppet is functioning and performing as normal. Use this priority level for a question or informational request.</p>	<p><b>Next Business Day</b> Initial Response Time</p>	<p><b>Next Business Day</b> Initial Response Time</p>
Support Response Hours	24 x 7	Mon-Fri 8am to 6pm (contract address time zone)
Problem Submission by Phone	24x7 (Blocker)	n/a
Problem Submission by Online Portal	24x7	
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 [puppet.com/support/puppet-customer-handbook](https://puppet.com/support/puppet-customer-handbook)