

Splunk IM & APM Support Information

Working with Technical Support for Observability

Updated Statement

As part of our integration efforts to provide a consistent Splunk experience across our entire portfolio, we will be transitioning our Observability products onto standardized Splunk Support offerings. Please note that the information provided in this data sheet applies to Infrastructure Monitoring and APM **purchases prior to April 15, 2021**. For purchases on or after April 15, 2021, please refer to Splunk's [Support Programs](#) page for more details.

Technical Support for Infrastructure Monitoring & APM (prior to April 15, 2021)

Observability Technical Support is exclusively available to customers who have a current active subscription to Splunk Infrastructure Monitoring & APM. The tables below show a summary of the response times and availability for both Standard and Premium Support.

Priority	Standard Technical Support			
	Availability	Response Time	Update Time	Target Fix/Workaround
P1	8-5	1 hour	Daily	30 days
P2	8-5	4 hours	As requested	30 days
P3	8-5	1 business day	As requested	30 days
P4	8-5	N/A	N/A	N/A

Priority	Premium Technical Support			
	Availability	Response Time	Update Time	Target Fix/Workaround
P1	24/7	1 hour	Hourly	1 bus. day
P2	24/7	2 hours	Daily	1 week
P3	8-5	1 business day	As requested	1 month
P4	8-5	N/A	N/A	N/A

Technical Support Priorities	Description
P1	The Service is not working, a significant function of the Service is not properly working, or a significant number of users are unable to access or use some functionality. This includes the performance and response time of the Service.
P2	Functionality of the Service is impaired, or some users are unable to access or use some functionality.
P3	Low impact to users of the Service.

Contact Information

Portal: Available InApp | Chat*: Available InApp | Phone*: Regional Toll Free
 (*Premium Only)