

# Splunk IM & APM Support Information

## Working with Technical Support for Observability

### Interim Statement

We are providing this guidance for our Infrastructure Monitoring & APM support offerings as we work through fully integrating our Support environments. Our goal is to provide our customers the best possible experience as we work through this period. This information is subject to change as we further integrate with the broader systems. Please note that the information provided on the Splunk Support Programs [page](#) does not currently apply to Infrastructure Monitoring & APM products. Should any cases be opened during this interim period in the incorrect Support portal, we will work to redirect them to the appropriate team.

### Technical Support for Infrastructure Monitoring & APM

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 Bus. 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 Bus. Day	As requested	1 month
P4	8-5	N/A	N/A	N/A

Technical Support Priorities	Description
<b>P1</b>	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.
<b>P2</b>	Functionality of the Service is impaired or some users are unable to access or use some functionality.
<b>P3</b>	Low impact to users of the Service.

### Contact Information

Email: [signalfx-support@splunk.com](mailto:signalfx-support@splunk.com) Portal: [Accessible InApp](#)

Chat\*: [Accessible InApp](#) Phone\*: Regional Toll Free

(\*Premium Only)