

SignalFx Support Information

Working with SignalFx Technical Support

Interim Statement

We are providing this guidance on SignalFx support as we work through fully integrating our SignalFx and Splunk Support environments. Our goal is to provide our customers the best possible experience as we work through this period. These numbers and information are subject to change as we progress through this process. Please note that the information provided on the Splunk Support Programs [page](#) does not currently apply to SignalFx 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.

SignalFx Technical Support

SignalFx Technical Support is exclusively available to customers who have a current active subscription to SignalFx. The tables below show a summary of the response times and availability for both Standard and Premium SignalFx 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	P1	Hourly	P1
P2	24/7	P2	Daily	P2
P3	8-5	P3	As requested	P3
P4	8-5	P4	N/A	P4

SignalFx 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

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

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

(*Premium Only)