Level of Severity	Description of Severity	Characteristics	First Response
Level 1 - Critical	Large number of users are unable to use SentryOne in any way.	1. S1 database is offline 2. Monitoring service(s) are offline 3. Users unable to access client	2 hrs.
Level 2 - High	Major issues occurring. Large number of users are affected but they are still able to use SentryOne in a limited capacity.	1. Significant performance degradation 2. Important functionality not available	4 hrs.
Level 3 - Medium	Issues causing a partial or non-critical loss of functionality	1. Certain features are unavailable 2. Minor performance degradation 3. Incorrect product behavior causing some impact on use	8 hrs.
Level 4 - Low	General questions, feature requests, non-critical issues	1. Incorrect product behavior with little to no impact 2. Product question 3. Assistance with feature configuration (e.g. alerts)	24 hrs.

SentryOne Support

Hours: 3 AM - 9 PM ET
While SentryOne attempts to respond to all issues in a timely manner, issues that hurt our customers' production SQL Servers (i.e. Level 1, Level 2) take priority.

Support Includes

- Incident Support (unlimited cases/year) - Identifying and troubleshooting problems in the system
- Root cause analysis
- Assistance with issues during installation (onboarding)
- Assistance with issues during upgrades (covered if ASM is up-to-date)
- Identifying and troubleshooting bugs
- Guidance around implementation and configuration

Note: While SentryOne does not currently offer 24/7 support, we do understand our clients' need for assistance during off hours. Therefore, SentryOne support agents can be available to assist during off hours for business-critical needs (e.g. upgrades, estate-wide outage of SentryOne). While not all events are predictable, we ask that you provide advance notice of the need for assistance, so we can ensure we have an agent on stand-by. For other critical needs during off hours, please contact your Account Manager.