



Jamf Support

Helping every customer succeed with Jamf.

At Jamf, we offer a consistent support model that puts you first. Jamf Support is backed by a global team of Jamf experts with the highest levels of certifications and training, ready to help solve your challenges and provide consistent experiences.

Jamf offers two support models to match your needs — from Standard Support, available to every customer, to Premium Support, which offers deeper strategic assistance.

Standard Support	Premium Support
When you become a Jamf customer, you get access to our team of internal experts in Jamf and Apple technology and platforms. Jamf Standard Support may include: • Support via messenger, phone, email and support portal within target response times during business hours • No max on the number of support tickets you can create • Easily access support tickets in the support portal through Jamf Account	We understand some organizations want deeper strategic collaboration with the technology they use. Our five premium support tiers are structured to match your needs and goals. Each successive premium support tier offers additional deliverables compared to standard support. • Tier 3 support • At least 2 premium support contacts • Enhanced target response times • Proactive guidance from Technical Account Managers (Gold and Above) • Case continuity with Named Support Engineers (Platinum and Above)

Target Response Times

Regardless of which Jamf solution you have, our dedicated support team works to meet the targeted response times below to help you get the most out of your technology investment.

Priority	Definition	Support Level	Response Time*	Business Hours	Updates from Support**
Urgent (Priority 1)	Mission Critical, needs immediate and ongoing attention until resolved or a suitable workaround is found. Users can no longer perform primary work functions. Impact is widespread, encompassing entire departments, locations or business units. Very time sensitive and very high visibility within the organization and in some cases to their customers.	Diamond	1h	24x7	Every 2 Business Hours
		Titanium	1h	24x7	Every 2 Business Hours
		Platinum	1h	24x7	Every 2 Business Hours
		Gold	1h	24x7	Every 4 Business Hours
		Silver	1h	Local Business Hours x 5	Every 4 Business Hours
		Standard	2h	Local Business Hours x 5	Every 6 Business Hours
High (Priority 2)	Work functions are impaired for some users. High priority issues impact a significant portion of users but would not be considered widespread. Time sensitive but not yet urgent. Usually these issues are at risk of missing a deadline or needing attention to ensure that the issue doesn't become urgent. Requires ongoing (but not immediate) attention until resolved or a suitable workaround is found.	Diamond	2h	24x7	Every 2 Business Hours
		Titanium	2h	24x7	Every 2 Business Hours
		Platinum	2h	24x7	Every 2 Business Hours
		Gold	3h	24x7	Every 4 Business Hours
		Silver	3h	Local Business Hours x 5	Every 4 Business Hours
		Standard	4h	Local Business Hours x 5	Every 6 Business Hours
Medium (Priority 3)	Work functions are impacted or some part of the product is not working as expected. There is either not a large amount of users impacted or the impact on those users is not critical. Work is impacted, but not severely impaired. Requires attention until resolved or a workaround is found, but the timeline isn't critical in most cases.	Diamond	2h	24x7	Once Per Business Day
		Titanium	2h	24x7	Once Per Business Day
		Platinum	2h	24x7	Once Per Business Day
		Gold	3h	24x7	Once Per Business Day
		Silver	4h	Local Business Hours x 5	Once Per Business Day
		Standard	6h	Local Business Hours x 5	Once Per Business Day
Low (Priority 4)	Low impact or inconvenient issues that do not impact many users. These may also be exploratory in nature or are a third-party issue that we are attempting to help with. Work is either not impacted or out of our control to resolve. There generally isn't a specific timeline for these issues.	Diamond	8h	24x7	On Status Change
		Titanium	8h	24x7	On Status Change
		Platinum	8h	24x7	On Status Change
		Gold	8h	24x7	On Status Change
		Silver	12h	Local Business Hours x 5	On Status Change
		Standard	24h	Local Business Hours x 5	On Status Change

* Response Time: Initial response to a new ticket as well as replies to any inbound customer communication throughout the life of the ticket.

** Updates from Support: Unsolicited, proactive communication on the ticket, from the agent to the customer to update them on the current status of the situation.

What do you get at each Jamf Premium Support tier?

We offer different tiers of Jamf Premium Support to directly match your needs and budget.

Feature	Silver	Gold	Platinum	Titanium	Diamond
Tier 3 support	✓	✓	✓	✓	✓
Premium support contacts	2	5	10	10	25
Phone support model	Standard	Priority	Priority	Priority	Priority
24/7 support (English)		✓	✓	✓	✓
Enhanced support reporting		✓	✓	✓	✓
Root cause analysis for P1 issues			✓	✓	✓
Named primary support engineer			✓	✓	✓
Management sponsorship			✓	✓	✓
Jamf Certification Courses			1 Individual Training Pass	1 Organizational Training Pass	1 Organizational Training Pass
Technical Account Manager (TAM) Services		✓ Collaborative	✓ Collaborative	✓ Integrated	✓ Embedded
Commercial cost	\$12,000	\$28,000	\$60,000	\$125,000	Contact Us
Education cost	\$10,000	\$18,000 *	\$50,000 *	\$125,000	Contact Us

* To access TAM Services and Training Pass offering education customers must pay commercial prices.

- **Premium support contacts:** Validated customer contacts that receive the benefits of Jamf Premium Support. Region specific designations available for tiers Gold and above.
- **TAM:** A Technical Account Manager (TAM) adds proactive technical guidance to plan and implement your Mac or mobile strategy. A TAM is a customer's expert in Jamf and Apple platforms, recommending best practices, reviewing configurations, and offering customized advice to solve your organization's unique needs.
- **Named primary support engineer:** Bringing more consistency to your cases. Tickets will route to the same support engineer when possible and for Platinum and above can be designated by region.
- **Management sponsorship:** Regular engagement with a member of our leadership team to help ensure success.
- **Jamf Training Pass:** Jamf training subscription for IT and security teams interested in Jamf certifications. An Organizational Training Pass (OTP) is for five people, and an Individual Training Pass (ITP) is for one. Both training passes allow enrollment in Jamf 200, 240, 270, 300, 370 and 400 instructor led training courses.



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To learn more about how Jamf can support your Apple deployments, [contact us](#) or reach out to your preferred reseller.