



# Jamf Support

## Committed to your success.

At Jamf, we offer a consistent, industry-leading support model that puts you first. We provide unique interactions from Jamf experts who understand your needs and environment. Our support staff are all Jamf employees, located around the globe, to ensure a consistent experience with the technology.

Jamf offers two models to match all needs and budgets – our way to help you with the best support possible. We work to the best of our ability to help solve problems you may encounter in a timely, convenient manner.

### STANDARD SUPPORT

When you become a Jamf customer, you have access to our team of experts, versed in Jamf and Apple technology. We're committed to helping you succeed.

#### **Jamf Standard Support may include:**

- Support via chat, support portal, email or phone 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**

### PREMIUM SUPPORT

We understand that challenges companies face can require a deeper level of strategic and technical expertise beyond standard support. Jamf's Premium Support helps combat those challenges by providing three levels of premium support to help your company overcome hurdles and achieve your goals.

**Each level of premium support offers additional deliverables compared to standard support. All premium tiers have the following deliverables, with additional benefits for Gold and Platinum levels.**

- Tier 3 support
- At least 2 premium support contacts
- Enhanced target response times

## 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 **
<b>Urgent</b>	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.	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
<b>High</b>	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.	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
<b>Medium</b>	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.	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
<b>Low</b>	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.	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.

	Premium Support Silver	Premium Support Gold	Premium Support Platinum
Tier 3 support	✓	✓	✓
Premium support contacts	2	3	10
Phone support model	Standard	Priority	Priority
24/7 support		✓	✓
Enhanced support reporting		✓	✓
Professional Services hours		8	24
Root cause analysis for P1 issues			✓
Named primary support engineer			✓
Management sponsorship			✓
Target response time	See target response time information	See target response time information	See target response time information
Cost	\$12,000 (Commercial) \$10,000 (EDU)	\$28,000 (Commercial) \$18,000 (EDU)	\$60,000 (Commercial) \$50,000 (EDU)

- Premium support contacts:** Validated customer contacts that receive the benefits of premium support. Region specific designations available for Gold and Platinum customers.
- Professional Services hours:** We will work with you to create a guide for you and your organization, depending on your needs, to identify the best application of the service hours.
- Named primary support engineer:** For the Jamf Premium Support plans that offer this feature, their tickets will route to the same support engineer when possible and for Platinum level this can be designated by region.
- Management sponsorship:** Regular engagement with a member of our leadership team to help ensure success.

