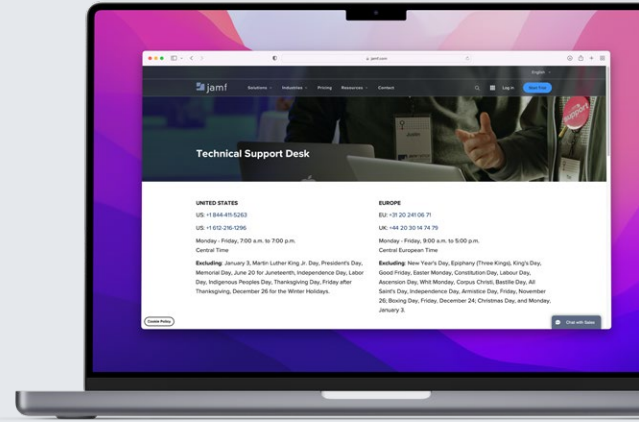# jamf

Support and Maintenance Services Overview

We encourage customers to contact us for assistance and support. Our goal is to provide a high level of customer service, with a four-hour response time to support requests whenever possible.

Standard Technical Support Services include:

- Customer portal with email and chat support available at **support.jamf.com**

- Community information is available via Jamf's proprietary knowledge base and can be found at **community.jamf.com**

- Product documentation is provided via a searchable online version of the current product manual, which an be found at **docs.jamf.com**

- Phone support information and localized hours & holidays available at **www.jamf.com/support/technical-support-desk**

Technical support case target responses are as follows:

PRIORITY STATUS	NEW CASES	IN PROGRESS CASES
LOW	8 HOURS	32 HOURS
MEDIUM	4 HOURS	24 HOURS
HIGH	2 HOURS	12 HOURS
URGENT (EMERGENCY)	1 HOUR	4 HOURS

jamf

Support incidents that are covered:

- An incident is a single reproducible issue that focuses on one aspect of the Jamf software and can be identified by isolating specific symptoms. A reproducible issue is any problem that can be re-created on Jamf's systems.

- If an incident can be broken down into subordinate issues, each issue will be handled as a separate incident.

- An incident may include multiple contacts, including e-mails, phone communication, and any other transfer of information necessary to reproduce the problem at Jamf Support.

Support incidents that not covered:

- Custom coding
- Consulting
- Professional Services
- Training

Incidents are resolved when:

- Information regarding a reasonable solution has been provided.

- Information regarding a reasonable workaround has been provided.

- Information that the issue is resolved by upgrading to a newer release of the product in question.

- Information has been provided that isolates the issue to a third-party product.

- Jamf Support determines the incident is an enhancement request or identified product issue.
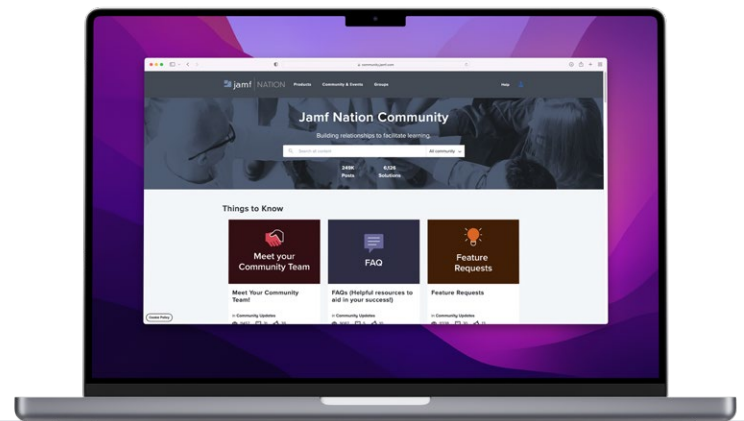
Premium Support:

Jamf Pro Premium Support includes Tier 3 Topic Experts and Engineers, 24/7 English support via phone, executive business reviews and more is available for an additional fee. To learn more visit: **www.jamf.com/support/jamf-pro**

Additional Services:

Additional services including on-site services, consulting, and training courses, are available for an additional fee.
To learn more visit: **www.jamf.com/services** and **www.jamf.com/training**

www.jamf.com