

Support Channels

Enterprise and Cloud Edition	Community Edition
<ul style="list-style-type: none">• Call 24/7 Urgent Response Line For Production Support Issues Only• Email support@memsql.com 8AM-5PM PT Monday through Friday• Support Portal http://support.memsql.com 8AM-5PM PT Monday through Friday	<p>MemSQL Public Slack Channel http://chat.memsql.com 8AM-5PM PT Monday through Friday</p>

Additional information can be found at <http://www.memsql.com/support>

Enterprise and Cloud Edition Support

Support Severity Levels

MemSQL Support classifies issues by severity level. Customers should expect experts to be most responsive during California business hours (9am to 5pm PST). For support concerning urgent issues, MemSQL customers will receive a special phone number they can call 24x7.

Priority	Description	Target Response Time	
		Basic	Premier
P1: Critical	System Outage Severe problem preventing customer or workgroup from performing critical business functions.	2 hours	2 hours – updates every 4 hours
P2: High	Job function impaired; no workaround Customer or workgroup able to perform job function, but performance of job function degraded or severely limited.	3 hours	3 hours – updates daily
P3: Medium	Moderate impact; with workaround Customer or workgroup performance or job function is largely unaffected.	6 hours	6 hours
P4: Request	Minimal impact Minimal system impact; includes feature requests and other non-critical questions	10 hours	10 hours, resolved by next release

E-mail

To create a new case through e-mail, send your request to support@memsql.com. This will automatically create a new support case. Creation of a new support case will generate an automatic response e-mail.

Customers can communicate with MemSQL Support by replying to this e-mail. As long as the subject line remains intact, all communications will be correctly attributed to the support case and recorded in the support database.

When opening a case for a Priority 1 or Priority 2 issue, customers should send an e-mail and follow up with a phone call to Urgent Response Line.