

How to Contact Support for Stack Overflow Teams

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Tags | [Support](#) | [tickets](#) |

Applies to: [Free](#) [Basic](#) [Business](#) [Enterprise](#)

Enterprise users can access their documentation [here](#). [Find your plan](#).

Any Stack Overflow for Teams user can contact support to submit a help ticket. Certain issues will require an administrator from your organization to contact support.

Free

Free plan users have the following options:

- [Submit a ticket](#) with our support team on our support portal. Tickets should typically be answered within one business day.

Basic

Basic plan users have the following options:

- [Submit a ticket](#) with our support team on our support portal. Tickets should typically be answered within half a business day.

Business

Business plan users have the following options:

- [Submit a ticket](#) with our support team on our support portal. Tickets should typically be answered in four business hours.

Managed Business

Managed Business customers have a dedicated Customer Success Manager (CSM) as part of their plan. You have the following support options:

- [Submit a ticket](#) with our support team on our support portal. After-hours support is available if you submit a Sev 1 or Sev 2 ticket.

Tickets opened via our support portal are subject to our [SLA](#) based on the severity level.

Admins of managed accounts also have access to a dedicated CSM for non-technical issues. If you need contact information for your CSM, please reach out to our [support team](#).

Enterprise

NOTE: Enterprise support is available to administrators **only**. If you're not an admin, have your site admin contact Stack Overflow support.

Enterprise customers have a dedicated Customer Success Manager (CSM) as part of their plan. Site admins have the following support options:

- [Submit a ticket](#) with our support team on our support portal. After-hours support is available if you submit a Sev 1 or Sev 2 ticket.

Tickets opened via our support portal are subject to our [SLA](#) based on the severity level.

Admins of managed accounts also have access to a dedicated CSM for non-technical issues. If you need contact information for your CSM, please reach out to our [support team](#).

Need help? Submit an issue or question through our [support portal](#).