

Service Level Agreement (SLA) for On-Premises Deployment

Details of the coverage and support available for on-premises Stack Overflow for Teams Enterprise.

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Tags | [SLA](#) | [On-premises](#) |

Applies to: Free Basic Business **Enterprise**

This documentation is for **Stack Overflow for Teams Enterprise**. Free, Basic, and Business users can access their documentation [here](#). [Find your plan](#).

1. Overview

The annual license for Stack Overflow Enterprise includes ongoing coverage and technical support for the software application and its performance. This document details the response that Stack Overflow will make to reported issues with the software, along with a categorization of issue severity.

All issues should be reported to Stack Overflow by opening a ticket on our [support portal](#). Once a case has been opened, Stack Overflow will provide support communication via e-mail or phone to address and resolve the issue including providing updates as appropriate until the issue is resolved. Cases opened via other means are not subject to the support SLAs below.

2. Covered systems

Stack Overflow Enterprise Support Services covers the performance and support of the Stack Overflow Enterprise software application for the last two major production releases (as designated by year and one decimal point to the right) and only for those releases of Stack Teams Enterprise. The customer is responsible for installing updated versions of Stack Teams Enterprise to their systems in order to receive Support Services.

Covered services do not include any of the underlying systems or infrastructures for which the Client is responsible for operating: including, but not limited to, server hardware, server operating systems, database applications, network infrastructure.

Credits are not available to customers using proof of concept service.

3. Severity levels & SLA

Severity Level	Issue Description	Response & Commencement Time
Severity 1 - Inoperative	The software is inaccessible to users or at least one Core Function is not operational	Acknowledged and work commenced within 1 business hour

Severity Level	Issue Description	Response & Commencement Time
Severity 2 - Major	The software is accessible to users and all Core Functions are operational, but at least one Major Function is not operational	Acknowledged within 4 business hours and work commenced within 1 business day
Severity 3 - Minor	All core and major functions are operational but at least one minor function is not working properly	Acknowledged within 4 business hours and work commenced within 1 business day
Severity 4 - Low	A Cosmetic Function issue with the site is identified or an issue is identified with a Core, Major, or Minor Function that does not impair its general usage or ability to perform core task	Acknowledged within 1 business days
Severity 5 - General Inquiry	No functionality issue - general questions regarding site usage, functionality, community development, or other questions.	Acknowledged within 1 business day

4. Definitions

"Business Day/Hours": Customer Support is available for tickets of all severity between the hours of 12 am Monday and 11:59 pm Friday, eastern standard time, not including US Holidays, office closures, and staff availability. After-hours support is available for Severity 1 and Severity 2 tickets by opening a ticket on our [support portal](#).

"Cosmetic Functions": User interface issues, all static site content (such as documentation, help pages, or error messages)

"Core Functions": Asking questions, answering questions, searching content, viewing content

"Major Functions": Creating/editing users, tags, or other end-user facing organization related functionality

"Minor Functions": Moderator tools and other site functionality not included in Core or Major functionality

If you need further support or have questions, contact your site administrator.