SONAR PREMIUM COMMERCIAL SUPPORT

Your business requires more than a software solution. Premium Support provides exceptional technical assistance and personalized services to ensure uninterrupted operations.

key benefits

- 24x7 global support with priority response times to minimize any downtime
- Priority access to dedicated technical resources through convenient communication channels
- Assistance during product implementation, upgrades, and ongoing product usage
- Product onboarding, training sessions, and business reviews
- Detailed analysis of issues filed and support activities
- Peace of mind that mission-critical applications are supported and running smoothly

additional information

Commercial Support Terms and Conditions

feature	mission critical support details
Availability	24x7
Communication channels	Web portal for support tickets
	Phone support (available on weekends for production-related emergencies)
	Live Chat / Slack support (coming soon)
Response time	Blocker issues: 1-hour (24x7)
	Critical issues: 4-hour (24x5)
	Major & Minor issues: 1 business day
Number of support requests	Unlimited
Products supported	SonarQube, SonarCloud
Editions supported	SonarQube Data Center Edition SonarQube Enterprise Edition
Planning & assistance for product implementation, upgrades	Yes
Dedicated senior technical expert	Yes
Screen share for debugging	Yes (blocker and critical issues)
Personalized onboarding	Scheduled as necessary
Business reviews	Quarterly
Support reporting review (issues and SLAs)	Quarterly
Access to Community forum	Yes
Pricing	Percentage based. Equals 20% of the cost of all instances with a minimum of $40K.