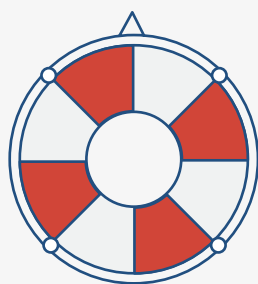


Your trusted team for global support and priority escalation

Atlassian Premier Support is an extension to our standard support that helps you and your implementation teams get the most out of Atlassian’s products with limited interruptions.

The team is your dedicated resource to get you back up and running with your business-critical Atlassian applications.



The Premier Support Team are:

- Experienced, senior support engineers who work to find solutions to the most complex technical challenges that you might face.
- Account focused and knowledgeable about your environments, product usage, prior issues, and internal procedures.
- Available by phone during critical issues to ensure the shortest path to resolution.

Dedicated senior support team

Get direct access to highly trained senior engineers who are ready to diagnose issues in your environment. Our senior support team works to troubleshoot and quickly correct issues.

Enhanced SLAs

Premier Support responds within 30 minutes to all business-critical tickets, and as soon as 2 hours for non-critical questions. Our critical incident management process includes 24 hour global warm handoffs and escalations.

Weekend coverage

Support engineers are available over the weekend to ensure coverage whenever your business requires it. Weekend coverage includes assistance with scheduled outages and maintenance work to ensure your systems restart correctly.

Account-level support

Senior engineers are familiar with your network and specific environment details, and are better equipped to react to incidents. They build personalized relationships with your three primary contacts, and service all of your Atlassian products.



Atlassian products help innovators everywhere plan, build and launch great software.

More than 30,000 large and small organizations – including Citigroup, eBay, Coca-Cola, Netflix and United Airlines – use Atlassian’s issue tracking, collaboration and software-development products to work smarter and deliver quality results on time.

Learn more at atlassian.com

More benefits

- **Support** for all products via phone and web.
- **Priority development escalation** queue placement ensures your issues are triaged more quickly.
- **In-depth onboarding** includes an Atlassian systems audit and reviewing existing support cases.
- **Higher touch offering** to ensure improved service levels, coverage and resolutions.
- **Formal post incident reports** to help disseminate details around significant issues (available upon request).
- **Three designated contacts** at your organization; others can still open basic support tickets.
- **Live help** to find the right knowledge base, Atlassian Answers, JIRA or documentation artifact.

Related services

Technical Account Management are your trusted advisor and single point of contact helping you get the most from your Atlassian investment.

Enterprise training is tailored to different user experience levels ranging from the novice user to the agile expert. Visit atlassian.com/training

Enterprise Partners help customers with hands-on implementation of Atlassian solutions. Find out more at atlassian.com/resources/experts

\$35,000/year

Feature comparison

	Standard	OnDemand	Premier*
Self-help resources support	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Online ticket creation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Availability	24 x 5	24 x 7	24 x 7**
Response times (L1 / L2 / L3 / L4)	1 / 4 / 8 / 24	1 / 4 / 8 / 24	.5 / 2 / 8 / 24
Named contacts	N/A	N/A	3
Senior support engineer first response			24 x 5
Warm handoffs			24 x 5
Phone support			24 x 7**
Development escalation priority			<input checked="" type="checkbox"/>
Onboarding and environment familiarity			<input checked="" type="checkbox"/>
Post incident report requests			<input checked="" type="checkbox"/>

* Standard maintenance must be current for all products.

** Weekend coverage supports all products, however, HipChat, Crowd and Development Tools coverage and response is limited to only L1 issues.