



# Journey

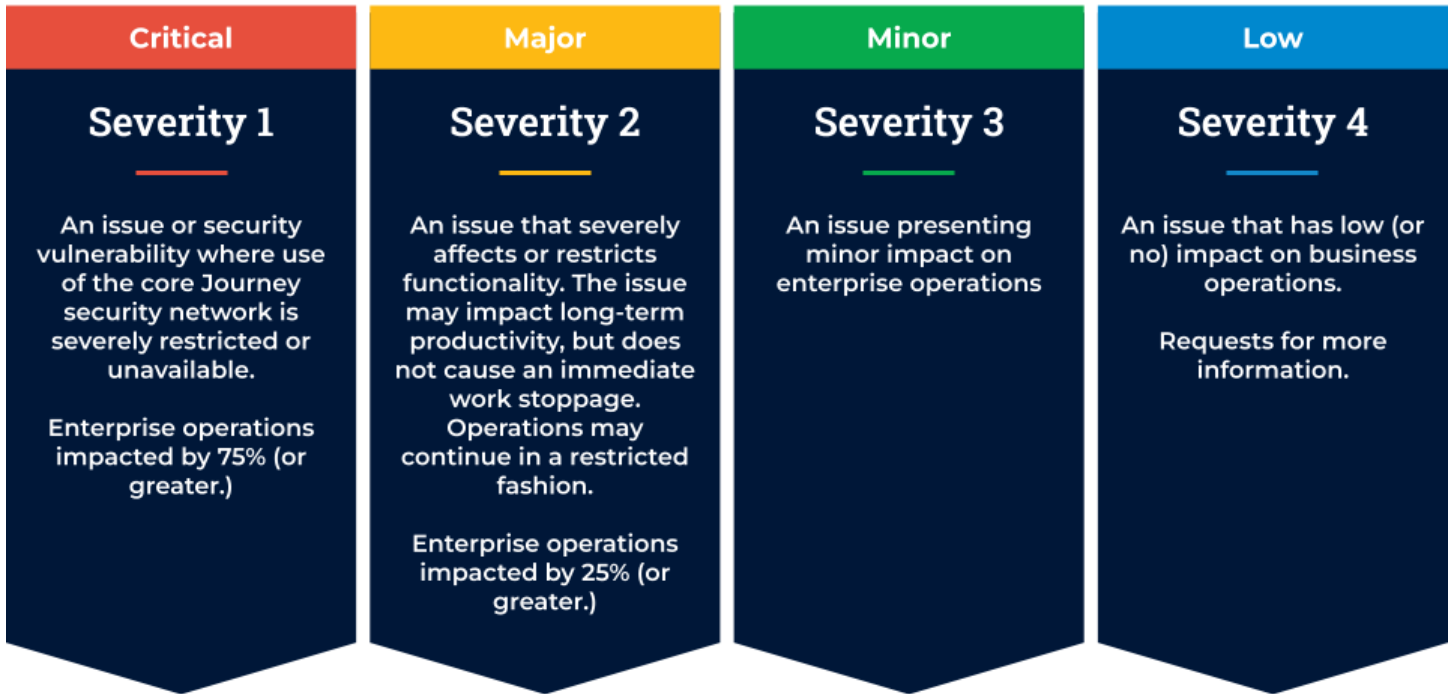
The Trusted Identity Platform

03/14/2022

## Journey Support Engagement

Contact Journey Support to troubleshoot service-impacting issues. This guide outlines the terms, timelines, and contact methods for Journey Support.

# Journey Service Level Definitions



# Journey Service Level Objectives

	Response	Restore	Resolve	Report
Severity 1	< 1 Hour	< 4 Hours	1 Business Day*	Hourly as Agreed
Severity 2	< 2 Business Hours	1 Business Day	3 Business Days*	4 Hours
Severity 3	1 Business Day			Weekly
Severity 4	2 Business Days			

\* If a code fix or patch is required timeframes will be adjusted with customer communication regarding updated timelines.

**Note:** All objective hours assume on-demand access. Without on-demand access, Journey will make best-effort to resolve the issue quickly.

## Journey Hours of Operation & Availability

Journey’s normal hours of operation are Monday through Friday, 8am to 5pm Mountain Time (US).

Journey Support recognizes the following holidays. On these days, Journey only addresses Severity 1 issues.

**Note:** If a holiday falls on a Sunday, the holiday may be observed on the following Monday. If the holiday falls on a Saturday, the holiday may be observed on the preceding Friday.

- Last Monday in May - Memorial Day
- 4 July - Independence Day
- First Monday in September - Labor Day
- Last Thursday & Friday in November - Thanksgiving Holiday
- 24 and 25 December - Christmas Holiday
- 31 December, 1 Jan - New Years Holiday

# Languages Supported

Journey Support is offered in English only.

## Support Reporting Requirements

For **all severities**, the following information is required:

- Your company name
- Your name
- Your contact number and email address.
  - Please include additional contacts in reporting a Severity 1.
- The severity of the issue being reported (**Sev 1, Sev 2, Sev 3, Sev 4**)
- A description of the issue or request
- Any troubleshooting steps taken

Please submit a support case by visiting <https://journeyid.com/support/general/> or send an email to [support@journeyid.com](mailto:support@journeyid.com).

## Supported Releases - Private Network

- Current release
- The previous release

## Journey Support Escalation

- For **Severity 1** issues, please contact Journey Support 24 x 7 and 365 days a year at **+1-866-316-0444** or **+1-720-216-2242**
- For **Severity 2 - 4** please email [support@journeyid.com](mailto:support@journeyid.com)

If you do not receive a response within an hour, please escalate to:

1. **Jack Bartlett**, Cloud Operations: +1-602-762-1356
2. **Todd Parenteau**, Vice President of Cloud Operations: +1-612-940-1738 or  
**David Rolling**, Vice President Customer Success: +1-586-246-0200

**Note:** If you call and get voicemail, please:

- Call a second time as this will break through Do Not Disturb settings
- Also leave a message

This document is subject to change without notice. The current version can be found here <https://journeyid.com/journey-support-engagement/>.