

June 17, 2024

# Journey Support Engagement

Engage Journey support engineers to troubleshoot service impacting issues. This guide includes the terms and timelines for Journey Support.

## Journey Service Levels

Journey Service Levels				
	<b>Response</b> The time from the creation of a ticket until responded to by Journey	<b>Service Restoration</b> The time from the creation of a ticket until service restoration, provide information about a work around, or determine a software fix is required.	<b>Full Restoration</b>	<b>Coverage</b> Journey hours of support coverage
<b>Critical</b>	<1 hour	<4 hours	By commitment date	24x7x365
<b>Major</b>	<2 business hours <sup>2</sup>	<6 business hours	By commitment date	Business Hours <sup>2</sup>
<b>Minor</b>	<2 business hours <sup>2</sup>	Next business day	By commitment date	Business Hours <sup>2</sup>
<b>Informational</b>	<1 Business day	Best effort	Best effort	Business Hours <sup>2</sup>

<sup>1</sup> Journey typically exceeds these targets. Escalate if you have a more urgent issue.  
<sup>2</sup> See "Severity Level Definitions"  
<sup>3</sup> Business hours are Monday-Friday, 8am-8pm Central

## Journey Support and Escalation Contact

Please use the following website to open a Trouble Ticket:

<https://support.journeyid.com> – Then click the “Submit a ticket”

Please include the following information in your request:

- Your company name
- Your name
- Your contact number
- A description of the issue or request
- Any troubleshooting steps taken

## Critical Issues

For **critical** issues, please contact Journey Support at: **+1 (303) 970-8001**

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

- 1) Todd Parenteau, VP Ops: +1 (612) 940-1738**
- 2) David Rolling, VP Customer Success: +1 (586) 246-0200**
- 3) Robert Tarr, CTO: (267) 210-2713**

**Note:** If you reach out to an escalation contact, but reach their voice mail, please leave a message.

## Journey Hours of Operation and Availability

For **critical** issues, Journey will respond on a 24x7x365 basis.

For all other requests, Journey will respond during normal business hours Monday through Friday, 8am to 5pm, Mountain Time.