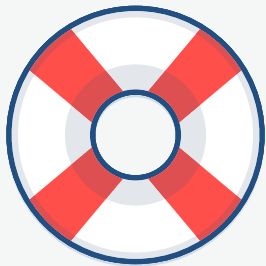


Above and beyond what support has ever done

Get reliable, high-touch support from senior Atlassian Premier Support engineers who are familiar with your environment and ready to diagnose issues to keep your mission-critical Atlassian applications running.



The Premier Support team are:

- Senior support engineers who work to find solutions to the most complex technical challenges that you might face with your Atlassian stack.
- Account-focused engineers who know your Atlassian stack, environments, and prior support interactions so issues can get resolved faster.
- Available by phone during critical issues to ensure the shortest path to resolution.

Dedicated, senior support team

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

Faster resolution

30 minutes or less response time to all business-critical issues, and as soon as 2 hours for non-critical tickets. 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.

Application Health Checks

Premier Support provides health checks on installed products in production, QA, and staging environments to help prevent outages and ensure best practices are followed.



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

More than 60,000 large and small organizations—including Citigroup, Adobe Systems, Coca-Cola, 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

- **24/7 high-touch customer support** by phone and web portal. Online meetings and screen shares for critical issues. Follow the sun handovers of critical issues.
- **Escalation path** to our development team to ensure highly-voted product issues are being added to the development backlog.
- **In-depth on-boarding process** to establish account familiarity and stabilize your systems.
- **Post Incident Reports** to help disseminate details around significant issues (available upon request).
- **Three designated contacts** from your company who can file, escalate tickets, and work with Premier Support engineers to ensure flexibility and service continuity.
- **Self-help resources** to find the right knowledge base, Atlassian Answers, JIRA or documentation artifact.

Related services

Technical Account Management

provides you with a trusted advisor and single point of contact to help 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.

Why Premier Support?

Premier Support provides fast response time and 24/7 coverage for urgent issues so you can keep your business-critical applications running.

REACTIVE SUPPORT	STANDARD	PREMIER
Email	✓	✓
Phone	✗	✓
24/7	✗	✓
Critical SLA	1 hour	30 min
Development Escalation Priority	✗	✓
Level 3 Engineers	✗	✓
Application Health Checks	✗	✓
COST		
Annual Price	Free*	\$35,000/year

*For products hosted on your own server, standard support along with upgrades to the latest version is included in your maintenance cost. For Cloud products, standard support is free.