



SUPPORT FEATURES	STANDARD	PREMIUM
<b>Customer support web portal</b> <ul style="list-style-type: none"> <li>• Case management</li> <li>• API documentation</li> <li>• Case entry</li> <li>• Documentation</li> </ul>	•	•
<b>Email / phone support during business hours</b> M–F, 12:00 a.m.–7:00 p.m. PT	•	•
<b>Service request initial response time</b> Cases submitted during business hours	24 hours	1 hour for Critical issues (24x7) 4 hours for Serious issues
<b>Escalations (Critical issues)</b> Email/phone: 24/7		•
<b>Professional Services Associate</b> Up to 10 hours a week		•

## Customer support web portal

All customer support reference materials can be found on our support page.

If you are unable to find a solution from the documentation provided, you can create a support case using one of three methods.

- Use the Customer Support Portal
- Open a ticket or query via email to [support@whitehatsec.com](mailto:support@whitehatsec.com)

LEVEL	DESCRIPTION	RESPONSE TIME	
<b>Severity 1</b> Mission-critical	<ul style="list-style-type: none"> <li>• WhiteHat Dynamic down: Any problem within WhiteHat's control that completely prevents customer from accessing services</li> <li>• Suspected breach of an asset currently being scanned by WhiteHat</li> </ul>	< 2 hours	< 1 hour
<b>Severity 2</b> Serious	<ul style="list-style-type: none"> <li>• Impaired: Any problem within WhiteHat's control that limits customer ability to run an assessment, access major portions of the service, or retrieve results</li> <li>• Business logic assessment credential issues</li> </ul>		

