SUPPORT FEATURES	STANDARD	PREMIUM
Customer support web portal • Case management • API documentation • Case entry • Documentation	`	`
Email / phone support during business hours M–F, 12:00 a.m.–7:00 p.m. PT	`	`
Service request initial response time Cases submitted during business hours	24 hours	1 hour for Critical issues (24x7) 4 hours for Serious issues
Escalations (Critical issues) Email/phone: 24/7		`
Professional Services Associate 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

LEVEL	DESCRIPTION	RESPONSE TIME	
Severity 1 Mission-critical	• WhiteHat Dynamic down: Any problem within WhiteHat's control that completely prevents customer from accessing services • Suspected breach of an asset currently being scanned by WhiteHat	< 2 hours	< 1 hour
Severity 2 Serious	• Impaired: Any problem within WhiteHat's control that limits customer ability to run an assessment, access major portions of the service, or retrieve results • Business logic assessment credential issues		