spacelift

Spacelift Enterprise Support

Spacelift offers support across three tiers

🎧 Bronze
- Preferred contact: **support@spacelift.io**
- Alternatively, use the chat widget on the website

🎧 Silver
- Preferred: Open a support ticket in the shared Slack channel (if available)
- Alternatively: **support@spacelift.io** or chat widget

🎧 Gold
- Preferred: Open a support ticket in the shared Slack channel (if available)
- Alternatively: **support@spacelift.io** or chat widget

Questions related to:
- For billing, purchasing, or invoicing inquiries, contact **ar@spacelift.io**.
- For questions about current subscriptions, add-ons, or renewals, reach out to your Customer Success Manager or **cs@spacelift.io**.

Support via Slack Channels

Support through Slack channels is contingent upon having the Slack support channel integrated within Spacelift's workspace, equipped with monitoring and ticketing tools. To ensure optimal support and SLA compliance, it's recommended that all support interactions occur within the designated channels in Spacelift's Slack workspace.

Support SLA

The following are the expected first response times based on severity and support tier:

Severity Level	Bronze	Silver	Gold
🔴 Critical 24x7	4 hours	3 hours	1 hour
🟠 Major 4 am - 8 pm ET, business days	Reasonable best effort	8 business hours	4 business hours
🔵 Minor 4 am - 8 pm ET, business days	Reasonable best effort	48 business hours	24 business hours
⚪ General Guidance 4 am - 8 pm ET, business days	Reasonable best effort	72 business hours	72 business hours

Note: Business days are Monday through Friday, excluding US public holidays.

Severity Definitions

Severity 1 - Critical	A critical issue with very high impact (e.g., a customer-facing service is down for all customers).
Severity 2 - Major	A major issue with significant impact (e.g., a customer-facing service is down for a subset of customers).
Severity 3 - Minor	A minor issue with low impact; Spacelift use has a minor loss of operational functionality, regardless of the environment or usage (e.g., a system bug creates a minor inconvenience to users).
Severity 4 - General Guidance	Implementation or production use of Spacelift is continuing, and work is not impeded (e.g., information, an enhancement, or documentation clarification is requested, but there is no impact on the operation of the services provided by Spacelift).Severity is assessed by Spacelift engineers based on the information available. Clearly and thoroughly communicate the extent and impact of an incident when reaching out to support to ensure it gets assigned the appropriate severity.

Scope of Support

Spacelift provides support for all its features and adjacent parts of third-party integrations. However, there are limitations:

Feature	In scope	Out of scope
Cloud providers	Helping configure the permissions used with a Cloud Integration.	Helping architect a cloud account.
IaC Tools	Helping troubleshoot a failed deployment.	Helping architect your source code.
VCS Providers	Helping troubleshoot events not triggering Spacelift runs.	Advising how to best configure a VCS provider repository. Spacelift cannot provide training on the use of the underlying technologies it integrates with. Users are expected to be versed in the basic usage of these technologies.

Feature Preview Support

Alpha Features

Not thoroughly tested for quality and stability; may contain bugs or errors and be prone to breaking changes. Support is provided on a best-effort basis.

Beta features

Support is provided on a commercially reasonable effort basis. These features may not be thoroughly tested, and troubleshooting might require more time and assistance from the Engineering team.

Availability and Downtimes

Spacelift will use commercially reasonable efforts to:

Maintain uptime of the SaaS services provided by Spacelift 99.8% of the time, measured in a given calendar month.

Provide at least 24 hours prior notice of all scheduled maintenance of the SaaS services.

Availability might be affected by factors beyond Spacelift's control, such as third-party failures, interruptions, or outages. These are not considered in the uptime calculation

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SOC 2
TYPE 2
AICPA SOC