

Product Subscriptions with Support

Docker Enterprise (<https://www.docker.com/enterprise-edition>) (Docker EE) is a subscription of software, support, and certification for enterprise dev and IT teams building and managing critical apps in production at scale. Docker EE provides a modern and trusted platform for all apps with integrated management and security across the app lifecycle, and includes three main technology components: the Docker daemon (fka "Engine"), Docker Trusted Registry (DTR), and Docker Universal Control Plane (UCP). Docker EE is validated and supported to work in specific operating environments as outlined in the [Docker Compatibility Matrix](https://success.docker.com/article/compatibility-matrix) (<https://success.docker.com/article/compatibility-matrix>), adhere to the [Docker Maintenance Lifecycle](https://success.docker.com/article/maintenance-lifecycle) (<https://success.docker.com/article/maintenance-lifecycle>), and is supported within the defined [Docker Scope of Support](https://success.docker.com/article/scope-of-support) (<https://success.docker.com/article/scope-of-support>) and **Docker Commercial Support Service Levels**. Refer to the [Subscription Services](https://www.docker.com/subscription-services) (<https://www.docker.com/subscription-services>) or the [End User Subscription Agreement](https://www.docker.com/docker-software-end-user-subscription-agreement) (<https://www.docker.com/docker-software-end-user-subscription-agreement>) for more information. To view the latest updates and upgrade instructions, visit the release notes for [daemon](https://docs.docker.com/ee/engine/release-notes/) (<https://docs.docker.com/ee/engine/release-notes/>), [DTR](https://docs.docker.com/ee/dtr/release-notes/) (<https://docs.docker.com/ee/dtr/release-notes/>), and [UCP](https://docs.docker.com/ee/ucp/release-notes/) (<https://docs.docker.com/ee/ucp/release-notes/>).

These commercial support levels are in effect only for the Docker EE product family. They are not in effect for other Docker products such as Docker Community Edition, Docker Cloud, Docker Hub, Docker Compose, and similar software and services.

	Non-enterprise Customer Service	Business Day Support	Business Critical Support
Coverage Hours	n/a	9:00am - 6:00pm local time ¹ Monday - Friday	All hours for P1, otherwise 9:00am - 6:00pm local time ¹ Monday - Friday
Response Time	No SLA, commercially reasonable effort	<ul style="list-style-type: none"> • P1 - <i>Initial</i>: 2 business hours <i>Follow-on</i>: 2 business hours³ • P2 - <i>Initial</i>: 4 business hours <i>Follow-on</i>: 4 business hours³ • P3 - <i>Initial</i>: 8 business hours <i>Follow-on</i>: 16 business hours³ • P4 - <i>Initial</i>: 16 business hours <i>Follow-on</i>: 32 business hours³ 	<ul style="list-style-type: none"> • P1 - <i>Initial</i>: 1 hour <i>Follow-on</i>: 2 hours³ • P2 - <i>Initial</i>: 4 business hours <i>Follow-on</i>: 4 business hours³ • P3 - <i>Initial</i>: 8 business hours <i>Follow-on</i>: 16 business hours³ • P4 - <i>Initial</i>: 16 business hours <i>Follow-on</i>: 32 business hours³
Contact Methods	Customer service web form only	Web & Phone	Web & Phone
Number of Incidents	Unlimited	Unlimited	Unlimited
Number of Support Contacts ²	1	4	8

Notes:

1. "Local time" is defined by the timezone associated with the location shown on the Sales Order.
2. "Support contact" is a single individual, named in advance, who is authorized to contact Docker Technical Support to make use of Docker Support Services
3. Or as agreed with customer

Docker Enterprise Desktop

Docker Desktop Enterprise is an enterprise developer tool offered by Docker.

As a development tool, Docker Desktop Enterprise issues are considered **P3 (Normal priority) technical issues**. As a P3, all Enterprise Desktop issues will be assigned an SLA of 8 business hours for initial response, and 16 business hours for a follow-on SLA. SLA is based on Docker local time, as described in the Docker Commercial Support agreement.

Any issue with connectivity to server-based Docker Enterprise components will be diagnosed with Docker CLI. If connectivity and basic operations are successful with CLI, then the issue will be addressed as a Desktop issue. If CLI commands are not successful, then the issue will be assigned an appropriate priority and addressed as Docker Enterprise issue.

Support Case Priority Definitions for Docker Enterprise Products only

Case Priority	Severity Definition
P1	Any incident which causes a <i>full production outage</i> involving Docker EE, UCP, and/or DTR.
P2	Any incident which causes <i>high impact</i> to production services or severe impact to <i>non-critical business operations</i> . Usually operations are functional but operating in a degraded state and there is no known way to overcome the impact.
P3	Any incident which causes <i>moderate impact</i> to business operations. Usually operations are only minimally degraded or fully functional (product usage questions or impact to planned deployments).
P4	Any incident which causes <i>low or no impact</i> to business operations. Usually a general inquiry or recommendation for product enhancement.

Opening a Case with Docker

All cases are opened utilizing the support function of the [Docker Success Center] (<https://success.docker.com/>).

For reference, please see the [Docker Support Site User Guide] (<https://success.docker.com/article/docker-support-site-user-guide>).

For all cases, regardless of severity:

- Ensure that the appropriate priority is selected. See Support Case Priority Definitions on this page.
- Attach a [support dump] (<https://success.docker.com/article/how-do-i-create-a-support-dump>) to enable initial investigation to begin.

For P1 (Production Down) Cases

- Ensure ****P1**** is selected for case priority.
- In the **Case Description** field, provide a contact phone number.
- If there is an issue opening a case, please call Docker Technical Support at +1-888-214-4258 (toll-free in the USA) or +1-204-285-0350 (outside the USA), and your contact information will be forwarded to the appropriate Docker engineer. **Please note the 204 number is changed and new, effective 22JUN2018.**

Remote Support

Docker Global Support utilizes many tools to assist our enterprise customers, including remote support sessions (screen shares). Docker reserves these sessions for P1 (Production Fully Down with no workaround) issues. For P2 (Significant Business impacting) cases that are not progressing via traditional case process, a remote session may be requested to expedite resolution or to provide a deeper diagnosis. To maximize the benefit of a remote session, we ask that any requested session be scheduled in advance via an active support case. Remote sessions are scheduled for 60 minutes. At the end of the scheduled session the Technical Support Engineer will review next steps and planned follow-up activities with you.

Docker Root Cause Analysis (RCA) Investigation

RCA of a production impacting outage event is critical for many enterprise customers and for Docker as an enterprise software provider.

If an RCA is requested following a production outage event, Docker will work with its valued enterprise customers following mitigation of the event. Once the Docker EE platform is operational RCA work can begin if requested. The Docker team will work with you and provide a commercially reasonable attempt to determine root cause at a P4 case priority level.

Products Without Commercial Support

If a product is not mentioned explicitly in the section above, only Community Support is provided via documentation, knowledge base, community slack, and/or community forums. Products in this category include all open source software and services such as Docker Cloud.