

About ticket priority

In this article

- About ticket priorities
- Ticket priorities
- Ticket priorities for Advanced Security
- Further reading

You can communicate the severity of your issue and how it is affecting you and your team by setting the priority of your support ticket.

About ticket priorities

When you contact GitHub Support, you can choose a priority for the ticket:

- Low
- Normal
- High
- Urgent ([GitHub Premium Support](#) only)

GitHub has the sole discretion to modify the priority of a ticket at any time, and may lower the priority of a ticket after determining and mitigating the primary cause of an issue.

Ticket priorities

Priority	Description	Examples
Urgent (GitHub Premium Support only)	Production workflows for your organization or enterprise on GitHub Enterprise Cloud are failing due to critical service errors or outages, and the failure directly impacts the operation of your business.	<ul style="list-style-type: none">Errors or outages on GitHub.com affect core Git or web application functionality for all members of your organization or enterprise
High	Account or security issues with your organization or enterprise on GitHub Enterprise Cloud are causing limited impact to your business.	<ul style="list-style-type: none">An organization or enterprise owner has unintentionally deleted an organizationAn organization or enterprise member has uploaded sensitive data in a commit, issue, pull request, or issue attachment
Normal	Members of your organization or enterprise on GitHub	<ul style="list-style-type: none">Questions about using APIs and features for your

	<p>or Enterprise on GitHub Enterprise Cloud are experiencing limited or moderate issues with GitHub.com, or you have general concerns or questions about your organization or enterprise.</p>	<p>and features for your organization or enterprise</p> <ul style="list-style-type: none"> • Issues with tools for organization data migration that GitHub provides • Features related to your organization or enterprise not working as expected • General security questions about your organization or enterprise
Low	<p>You have a question or suggestion about your organization or enterprise on GitHub Enterprise Cloud that is not time-sensitive, or does not otherwise block the productivity of your team.</p>	<ul style="list-style-type: none"> • Excessive resource usage for your organization or enterprise • Requests for health checks • Help with using Gists, notifications, wikis, GitHub Pages, GitHub Desktop, or other peripheral services or features with your organization or enterprise • Feature requests • Product feedback

Ticket priorities for Advanced Security

Priority	Description
High	Advanced Security is not functioning or is stopped or severely impacted such that the end user cannot reasonably continue use of the software and no workaround is available.
Normal	Advanced Security is functioning inconsistently, causing impaired end user usage and productivity.
Low	Advanced Security is functioning consistently, but the end user requests minor changes in the software, such as documentation updates, cosmetic defects, or enhancements.

Further reading

- ["Creating a support ticket"](#)

Legal