

About ticket priority

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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

Note: If you have previously contacted GitHub Enterprise Support through the GitHub Enterprise Support portal, which is now deprecated, you should use the [GitHub Support portal](#) to open new tickets. You can still view your past tickets at <https://enterprise.githubsupport.com>.

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	<p>GitHub Enterprise Server is failing in a production environment, and the failure directly impacts the operation of your business.</p> <p><i>Support for tickets with Urgent priority is only available in the English language.</i></p>	<ul style="list-style-type: none">• Errors or outages that affect core Git or web application functionality for all users• Severe performance degradation for majority of users• Full or rapidly filling storage• Inability to install a renewed license file• Security incident• Loss of administrative access to the instance with no known workaround

		<ul style="list-style-type: none"> • Failure to restore a backup to a production environment
High	GitHub Enterprise Server is failing in a production environment, but impact on your business is limited.	<ul style="list-style-type: none"> • Performance degradation that reduces productivity for many users • Reduced redundancy from failure of High Availability (HA) or cluster nodes • Failure to back up instance • Failure to restore a backup to a test or staging environment that could compromise successful restoration to a production environment
Normal	You're experiencing limited or moderate issues with GitHub Enterprise Server, or you have general concerns or questions about the operation of your instance.	<ul style="list-style-type: none"> • Problems in a test or staging environment • Advice on using GitHub Enterprise Server APIs and features, or questions about configuring third-party integrations from your instance • Issues with tools for user data migration that GitHub provides • Upgrades • Bug reports • Features not working as expected • General security questions
Low	You have a question or suggestion about GitHub Enterprise Server that is not time-sensitive, or does not otherwise block the productivity of your team.	<ul style="list-style-type: none"> • Feature requests • Product feedback • Requests for health checks (available for customers with a Premium plan only at this time) • Notifying GitHub of planned maintenance on your instance

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"](#)

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