

About GitHub Support

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You can contact GitHub Support for help troubleshooting issues you encounter while using GitHub.

About GitHub Support [↗](#)

The support options available to GitHub users depend on the products used by their personal accounts, any organizations or enterprises they are members of, and any GitHub Enterprise Server instances they manage. Each product includes a default level of support and accounts that use GitHub Enterprise can purchase GitHub Premium Support.

	GitHub Community Support	Standard support	Enterprise support	Premium support
GitHub Free	✓	×	×	×
GitHub Pro	✓	✓	×	×
GitHub Team	✓	✓	×	×
GitHub Enterprise Cloud	✓	×	✓	Available to purchase
GitHub Enterprise Server	✓	×	✓	Available to purchase

In addition to all of the benefits of GitHub Enterprise Support, GitHub Enterprise customers can purchase GitHub Premium Support, which offers:

- Written support, in English, through our support portal 24 hours per day, 7 days per week
- Phone support via callback request, in English, through our support portal 24 hours per day, 7 days per week (when required for ticket resolution)
- A Service Level Agreement (SLA) with guaranteed initial response times

- Escalation and incident management
 - Support Engineers, for Premium customers, and Customer Reliability Engineers (CREs), for Premium Plus customers, have direct access to escalation engineering resources, if needed to expedite case resolution
 - Available incident coordinator to manage technical resources within GitHub until underlying issue is mitigated or fully resolved
- Access to premium content
- Health checks
- Application upgrade assistance: Before your upgrade, we review your upgrade plans, playbooks, and other documentation and answer questions specific to your environment (Premium Plus plan / GitHub Engineering Direct only)
- Technical advisory hours (Premium Plus plan / GitHub Engineering Direct only)

For more information, see "[About GitHub Premium Support](#)."

Before contacting GitHub Support, check if there are currently any incidents affecting services on GitHub Enterprise Cloud on [GitHub Status](#). For more information, see "[About GitHub status](#)."

With GitHub Enterprise Cloud, you have access to support in English and Japanese.

You can translate English comments on a ticket into Chinese (Simplified), French, German, Japanese, Portuguese (Brazil), or Spanish. However, when responding to tickets, you should use English, unless your GitHub plan permits you to respond in Japanese. For more information, see "[Viewing and updating support tickets](#)."

To contact GitHub Support, visit the [GitHub Support portal](#). For more information, see "[Creating a support ticket](#)."

Email communication from GitHub Support will always be sent from either a `github.com` or `githubsupport.com` address.

Scope of support

If your support request is outside of the scope of what our team can help you with, we may recommend next steps to resolve your issue outside of GitHub Support. Your support request is possibly out of GitHub Support's scope if the request is primarily about:

- Third party integrations, such as Jira
- CI/CD, such as Jenkins
- Writing scripts
- Configuration of external authentication systems, such as SAML identity providers
- Open source projects
- Writing or debugging new queries for CodeQL

If you're uncertain if the issue is out of scope, open a ticket and we're happy to help you determine the best way to proceed.

About GitHub status

You can check for any incidents currently affecting GitHub Enterprise Cloud services and view information about past incidents on GitHub's [Status page](#).

You can also subscribe and get alerted via email, text message, and webhook whenever there's an incident affecting GitHub Enterprise Cloud.

About support entitlement

Enterprise owners and billing managers automatically have a support entitlement, which enables them to create, view, and comment on support tickets associated with their enterprise account.

Enterprise owners can also add support entitlements to members of organizations owned by their enterprise account, allowing those members to create, view, and comment on support tickets. For more information, see "[Managing support entitlements for your enterprise](#)."

Granting GitHub Support temporary access to a private repository

If GitHub Support needs to access a private repository to address your support request, the owner of the repository will receive an email with a link to accept or decline temporary access. The owner will have 20 days to accept or decline the request before the request expires. If the owner accepts the request, GitHub Support will have access to the repository for five days. During this window, GitHub Support staff with the required privileges can unlock the repository for up to two hours at a time, and will relock the repository if the work is completed early. All GitHub Support staff access generates audit log events, and the visibility of the repository is not affected at any time.

GitHub Support will never access your private repositories without your explicit consent. For more information, see the [Terms of Service](#).

Contacting GitHub Sales and GitHub Training

For pricing, licensing, renewals, quotes, payments, and other related questions, contact [GitHub's Sales team](#).

To learn more about training options, including customized trainings, see [GitHub's training site](#).

Note: Training is included in the Premium Plus plan / GitHub Engineering Direct. For more information, see "[About GitHub Premium Support](#)."

Hours of operation

Support in English

For standard non-urgent issues, we offer support in English 24 hours per day, 5 days per week, excluding weekends and national U.S. holidays. The standard response time is 24 hours.

Support in Japanese

For standard non-urgent issues, support in Japanese is available Monday through Friday from 9:00 AM to 5:00 PM JST, excluding national holidays in Japan.

For a complete list of U.S. and Japanese national holidays observed by GitHub Enterprise Support, see "[Holiday schedules](#)."

Holiday schedules

For urgent issues, we can help you in English 24 hours per day, 7 days per week, including on U.S. and Japanese holidays.

Holidays in the United States

GitHub Enterprise Support observes these U.S. holidays, although our global support team is available to answer urgent tickets.

U.S. holiday	Date observed
New Year's Day	January 1
Martin Luther King, Jr. Day	Third Monday in January
Presidents' Day	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Veterans Day	November 11
Thanksgiving Day	Fourth Thursday in November
Day after Thanksgiving	Fourth Friday in November
Christmas Eve	December 23
Christmas Day	December 24
New Year's Eve	December 31

Holidays in Japan

GitHub Enterprise Support does not provide Japanese-language support on December 28th through January 3rd as well as on the holidays listed in [_-](#).

Resolving and closing support tickets

GitHub Enterprise Support may consider a ticket solved after providing an explanation, recommendation, usage instructions, workaround instructions.

GitHub Enterprise Support may close a ticket if the ticket is outside the scope of support or if multiple attempts to contact you have gone unanswered. If GitHub Enterprise Support closes a ticket due to lack of response, you can request that GitHub Enterprise Support reopen the ticket.

Further reading

- ["Creating a support ticket"](#)
- ["Viewing and updating support tickets"](#)

Legal

