

Matillion Support

Matillion's Support team is committed to your success

Matillion offers three levels of support designed to deliver the right resources at the right time. Our Basic tier is a free offering that provides access to essential self-service resources. For more comprehensive needs, our Standard and Premium offerings provide prioritized, expert assistance and specialized features for your most critical issues.

		Basic	Standard	Premium
Foundation	Community Forum Discussions	✓	✓	✓
	Knowledge Base	✓	✓	✓
	Product Documentation	✓	✓	✓
	24x7 Support Portal	✓	✓	✓
Engagement	Support hours (regional coverage)	—	9x5	24/7 coverage for Critical (P1) issues
	Live Chat - DPC Only (Business Hours)	—	—	✓
	Normal, Urgent & Critical (P1) Priority Levels	—	—	✓
	Normal and Urgent Priority Levels	—	✓	✓
	Case Prioritization	—	Standard Case Prioritization	Prioritized Case Queue
	Screensharing and Collaboration	—	Limited availability for Urgent issues only	Available by request for urgent & critical issues
Advisory Services	General Configuration & Incident Support	—	✓	✓
	Prioritized Troubleshooting & Performance Guidance	—	—	✓
	Best Practices & Architecture - Standardized Guides, Foundational Webinars	—	✓	✓
Cost	Community (Free)	Included in Contract	Premium	

LEARN MORE AT [SUPPORT.MATILLION.COM](https://support.matillion.com)

Response Targets

Case Priority & Definition	Basic	Standard	Premium
Priority Level 1 (Critical) Total outage or failure of all major data pipelines; data at risk or significant business impact; no workaround.	—	—	2 hours (24x7)
Priority Level 2 (Urgent) Significant degradation or failure of a major feature/component; key processes impacted; workaround may be possible.	—	6 hours Standard Business Hours	4 hours Standard Business Hours
Priority Level 3 (Normal) Minor functional issue or partial degradation; core functionality remains intact; minimal business impact.	—	2 days Standard Business Hours	1 day Standard Business Hours

Support Business Hours

Region	Basic	Standard	Premium
North America	—	*Standard Business Hours	*Standard Business Hours
Europe, Middle East & Africa	—	*Standard Business Hours	*Standard Business Hours
Asia Pacific	—	*Standard Business Hours	*Standard Business Hours

*Standard Business Hours: 9:00 am to 5:00 pm, Monday through Friday, for your specific geographic region.