

Premier Support

When something breaks at 2am on a Saturday, you have a Mattermost engineer on the line within the hour.



What You Get

1-hour P1 response guaranteed, 24x7

A committed 1-hour response target for your most critical incidents, any time of day, any day of the year.

A real channel, not a ticket queue

A dedicated Mattermost channel where your team and our support engineers work the problem together in real time with context preserved, screenshare ready, with no back-and-forth over email.

Test before you break production

Up to four non-production licenses for staging and UAT environments so you can validate upgrades, configuration changes, and new features before they go live.

Localized support for compliance

Ensure compliance with regional data residency, export control, and federal requirements through our localized support staff, with no exceptions or workarounds needed.



Which Tier Is Right for You



Professional

Business hours, email and ticketing. Your baseline is included with every Mattermost license. Right for non-production or low-criticality environments.



Enterprise

24x7, email and ticketing. Included with Enterprise and Enterprise Advanced licenses. Right for production environments with standard SLA tolerance.



Premier (this plan)

24x7 with 1-hr P1 / 2-hr P2, dedicated Mattermost channel, screenshare, phone, and four non-production licenses. Right for environments where downtime has real consequences.



Deliverables | What Your Team Walks Away With

#	Deliverable	What Your Team Walks Away With
1	Committed SLAs	1-hour P1 / 2-hour P2 response targets, 24x7, documented in your order form and binding
2	Dedicated Support Channel	A private Mattermost channel provisioned at onboarding as your direct line to Mattermost Support for every incident
3	Live Incident Support	Screenshare and bridge access for P1 incidents, bringing your team and our engineers on the problem together in real time
4	Non-Production Licenses	Up to four licenses for staging and UAT environments with validation before you deploy, every time

What We Need From Your Team



Team Availability

IT Admin / Platform Owner

Primary contact for incident submission and the dedicated channel.

Security / Operations Lead

Available for P1 incident coordination and bridge calls.

Executive Sponsor

Engaged for P1 bridge calls if required by severity.

Infrastructure Before Day 1

- Active Mattermost license
- Designated admin account for the dedicated support channel
- P1 / P2 incident classification criteria defined for your environment
- On-call escalation contacts confirmed for 24x7 coverage
- Support Terms reviewed: mattermost.com/support-terms/

How It Works

Onboarding

- Welcome call: introductions, channel setup, escalation contacts confirmed
- Dedicated Mattermost channel provisioned. Your team and our team in one channel
- Non-production license keys delivered and activated
- P1 / P2 classification criteria confirmed so everyone knows what triggers what

When a P1 Hits

- Response within 1 hour, 24x7, no exceptions
- Mattermost Support engineer on screenshare working the problem with you
- Engineering escalation opened if a product defect is identified
- Issue tracked to resolution with status updates based on your timeline, not ours

When a P2 Hits

- Response within 2 hours, 24x7
- Channel response with screenshare available throughout
- Root cause documentation provided at close so it doesn't happen twice

Ongoing

- All support via a portal or dedicated channel, with Premier customers routed to a priority queue
- Pair with TAM Standard for proactive platform guidance so fewer incidents happen in the first place
- Non-production licenses in use for every upgrade and configuration change
- Co-terms with your license renewal, but available mid-term if your requirements change

What Success Looks Like For Your Organization:



A P1 incident at 2am gets a Mattermost engineer on the line within the hour



Your team isn't managing incident response through a ticket queue



Every upgrade and configuration change is validated in a non-production environment first



U.S. residency and compliance requirements are met without compromise



Support is reactive when it needs to be, and TAM makes it proactive the rest of the time