



Docker Support SLA

For a list of our legal terms, including the Docker Subscription Service Agreement, Terms of Service, and EULA, please visit: <https://www.docker.com/legal>

Intro

- Docker provides support for all users on both paid and free tiers. There are several resources to assist you with using Docker and contacting Docker Support. A majority of issues have been captured in our documentation which is maintained by Docker Staff.
- Official Documentation: <https://docs.docker.com/>
- Docker pricing: <https://www.docker.com/pricing>
- Contact Sales: <https://www.docker.com/company/contact>

Support Levels:

- Issues with billing, purchasing, subscriptions: **Available to all subscriptions Levels (Including Personal)**
- Subscription Plan Details:
 - **Personal:** Community support only
 - **Pro:** Support for Docker Hub, latest version of Docker Desktop, Auto-Builds, and Scanning
 - **Team:** Support for the Docker Hub, latest version of Docker Desktop, auto-builds, scanning, audit logs, RBAC
 - **Business:**
 - Support for Docker Hub, latest version of Docker Desktop, auto-builds, scanning, RBAC
 - Allow-list service up to 20 IPs

SLA Details:

- Docker offers support Monday through Friday, 8am to 4pm CDT
- The SLA times listed below are the time frames in which you can expect the first response.
- Support will make a best effort to resolve any issues to your satisfaction as quickly as possible. **However, the SLA times are not to be considered as an expected time-to-resolution.**

Personal Community Support: (except for billing, purchasing, subscriptions)

- Issues with billing, purchasing, subscriptions: [Contact Support](#)
- All other issues: [Docker Forums](#) or the [Docker Slack Community](#)

Pro: 5 business days [Contact Support](#)

Team 2 Business days [Contact Support](#)

Business 1 Business day [Contact Support](#)

If you are a Pro, Team, or Business user, you can request for support on the following types of issues related to usage of Docker Desktop:

- Desktop upgrade issues
- Desktop installation issues
 - Enabling virtualization in BIOS
 - Enabling Windows features
 - Installation crashes
 - Failure to launch Docker Desktop on first run
- Usage issues
 - Configuration issues
 - Crash closing software
 - Docker Desktop not behaving as expected

Other Details:

We don't keep tickets open (even if the underlying issue isn't resolved). Once an issue is handed off to the development team, the support team will close out the support ticket as 'Solved' even if the underlying issue is not resolved. This ensures that issues remain the single channel for communication: customers, developers and support staff can communicate through only one medium.

Please include logs, steps taken, relevant info (environment and arch)

Code Of Conduct:

<https://github.com/docker/code-of-conduct>

Any ticket containing content that violates our code of conduct will be closed and you will be asked to resubmit your ticket.

Password Resets:

You can trigger a password reset at the following URL: <https://id.docker.com/reset-password/>

Restoring deleted data:

Docker will consider restoration requests only when the request is for a project or group that is part of a **paid Team or Business subscription**, and one of the following is true:

- The data was deleted due to a Docker bug/issue.
- The organization's contract includes a specific provision.

Log/IP access requests:

Due to legal/privacy laws and for the security of our other customers, Docker does not provide raw logs, IP addresses, or other information requests related to our customers.