

[Support](https://cloud.google.com/support/) (<https://cloud.google.com/support/>) [Documentation](#)

Cloud Support Procedures

This document provides procedures for common support activities for customers who have purchased Silver, Gold, or Platinum Support packages. These procedures do not apply to customers who have purchased Enterprise or [Role-based Support](https://cloud.google.com/support/docs/role-based-support) (<https://cloud.google.com/support/docs/role-based-support>).

Supported products

Google Cloud Platform (GCP) support offers support packages for products covered by the [Google Cloud Platform Technical Support Services Guidelines](https://cloud.google.com/terms/tssg/) (<https://cloud.google.com/terms/tssg/>).

Managing support cases

Customers with paid support can manage cases from the Support page in the Cloud Console.

Create a support case

Before filing a support case, [review known issues](#) ([#view-known-issues](#)) to see if a case has already been filed. If no issue has been filed, you can create a new support case in the Cloud Console as follows:

1. Go to the [Google Cloud Console](https://console.cloud.google.com/) (<https://console.cloud.google.com/>).
2. Select the project for which you'd like support.
3. On the Support Overview page, click **Create a new support case** under Quick Support.

After you submit the form, you will be redirected to the Case page where you can comment on the case, upload file attachments, or modify case attributes. The support team will respond to the case based on its priority and the support role of the user at the time of creation.

Tip: The details you include in your support case significantly affects how long it takes to resolve an issue. To learn more about how to write an effective support case, please see our

[Best Practices](https://cloud.google.com/support/docs/best-practice) (<https://cloud.google.com/support/docs/best-practice>).

Manage existing cases

To view existing support cases:

1. Go to the [Google Cloud Console](https://console.cloud.google.com/) (<https://console.cloud.google.com/>).
2. Access your project.
3. On the Support Overview page, click **Cases**.

The Cases page provides a list of your organization's support cases based on the selected resource. For example, if you select an organization, all cases for the organization are displayed. If you select a project, only the cases associated with that project are displayed.

To **filter** the list of cases, use Search or the filter controls.

To **view** or **update** a case, users with any level of paid support access can:

- Click a case title to select it.
- Add comments, upload file attachments, or edit case attributes of open cases.
- Reopen cases closed less than 30 days ago. Otherwise, to reactivate a closed case, you need to create a new support case.

Note: You should be aware that any support user with permission to edit cases can update any case for the organization, even if they did not create the case.

View known issues

The support team posts information about known issues affecting GCP services as they arise.

All users can access the [Cloud Status Dashboard](https://cloud.google.com/support/docs/dashboard) (<https://cloud.google.com/support/docs/dashboard>).

To view ongoing cases with your organization's issues:

1. Go to the [Google Cloud Console](https://console.cloud.google.com/) (<https://console.cloud.google.com/>).
2. Select the project for which you'd like support.
3. Go to the [Support page](https://console.cloud.google.com/support) (<https://console.cloud.google.com/support>) and open Phone Support.

4. On the Support Overview page, click **Cases**.
5. Select **Known Issues**.

If there are any open known issues that might be affecting your GCP services, you will also see a notification on the case creation page.

Contact phone support

Any user can contact phone support with questions about billing. Any customer with a Gold or Platinum support package can contact phone support with technical questions about projects within their organization.

To contact phone support:

1. Go to the [Google Cloud Console](https://console.cloud.google.com/) (<https://console.cloud.google.com/>).
2. Select the project for which you'd like support.
3. Go to the [Support page](https://console.cloud.google.com/support) (<https://console.cloud.google.com/support>) and open Phone Support.
4. Select your current country and call the phone number provided.
5. When prompted, enter the support PIN.

Additional Services for Gold, Platinum, Production, and Enterprise Support Customers

Requesting a call back or Hangout

Customers with a Gold or Platinum support package can always request a Hangout with or call back from the engineer that is working on their case. Once the engineer has sufficiently investigated the case, they can call back or start a Hangout to provide further information. If you want to request a call or Hangout, be sure to include the preferred contact method and contact details in the case.

Hangouts is an especially powerful tool for several reasons:

- Multiple participants can be invited into the same Hangout session—useful and a very efficient replacement for (phone) conference bridges

- Ability for all participants to share their screen or exchange code snippets for faster troubleshooting
- Higher quality audio and video adding personal touch to the interactions with the Google engineers.

Getting support by phone

Gold and Platinum customers can call the support team at any time. To access phone support, select Support > Phone Support from the left navigation of the Cloud Console. Before calling, we suggest filing a support case in the [support center](https://enterprise.google.com/supportcenter) (https://enterprise.google.com/supportcenter), and reference this case number when you call. The support case gives us the information we need to research your issue, so the phone call can be more productive.

Getting more attention on your case

Sometimes, a support case needs more attention from Google. For example, the impact of your issue might have increased, or additional expertise might be required.

The following steps can be taken to escalate an existing support case so it gets more attention.

For more information about navigating escalations, see our [Best Practices guide](https://cloud.google.com/support/docs/best-practice) (https://cloud.google.com/support/docs/best-practice).

Change case priority via the support center

Silver, Gold, and Platinum support users can use the [Google Cloud Support Center](https://enterprise.google.com/supportcenter) (https://enterprise.google.com/supportcenter) to change their case's priority. Be sure to provide sufficient information about the issue and what caused the change in the case priority. Google is notified of the change and will review your case and respond accordingly.

If the support center is inaccessible, reply to the latest case email to request a case priority change.

Escalating issue priority

If the higher case priority did not satisfy your requirements, Gold and Platinum support customers can escalate cases via the Google Cloud Support Center.

Gold and Platinum support package customers can also call our 24x7 phone line, quote the case number, and request an escalation. Be ready to provide a reason for the escalation.

Platinum support package customers can also contact their Technical Account Manager for an escalation. Be advised that Technical Account Managers are available during their local business hours.

Following the sun

Normally, a case is handled within one time zone by a single engineer. Doing so allows us to offer a personalized service in the time zone closest to you. Upon request, a P1 case can follow the sun, which means that it will be handed off between different global teams and worked on 24 hours a day.

Note: Follow-the-sun cases will have Google engineering attention 24 hours a day, which means that they may need information from you at all hours of the day. Think carefully about colleagues that are available after-hours to continue engaging with the Google engineers.

To enable this service, inform the engineer working on your open case as soon as possible, before they leave for the day. This service can be offered to P2 cases; please consult the assigned engineer on the circumstances.

Reference

Support case status

After a support case is created, you can view case status in the [support center](https://enterprise.google.com/supportcenter) (<https://enterprise.google.com/supportcenter>). Below is a description of the different statuses and their meaning:

Status	Description
New	The case is not assigned yet.
Assigned	The case is assigned to one of our engineers. You'll see a response within the target response time mentioned in the priorities table.
In progress	Google support engineers are working on the case.

Google support

In progress Google engineering Google product engineers are investigating the case. Turnaround times vary, depending on the issue complexity and product component in question.

In progress Google other Another Google team is investigating the case. Turnaround times can vary, depending on the issue complexity and product component in question.

Waiting on customer response We need more information from you before we can proceed.

Waiting on customer action We need you to do something before we can proceed.

Solution offered A solution for the issue or request in the case has been offered. The customer can reopen the case if the offered solution is insufficient.

Closed The case is resolved and closed by the support engineer. If the issue is still ongoing, you can reopen it within 30 days by replying to the last communication. After 30 days, you'll need to [open a new case](#) (#create_a_support_case).

Support case priority

When creating a support case, it's important to assign it the correct priority. Per the [Google Cloud Platform Technical Support Services Guidelines](https://cloud.google.com/terms/tssg/) (https://cloud.google.com/terms/tssg/), the case priority determines the initial response time for the case.

Please see best practices for [setting case priority](#) (#change-case-priority-via-the-support-center) for more information.

The following table defines support case priorities.

Note: Response times vary by issue priority and which support package you have. For response times, refer to the [Google Cloud Platform Technical Support Services Guidelines](https://cloud.google.com/terms/tssg/) (https://cloud.google.com/terms/tssg/).

Priority definition

Example situations

P1: Critical Impact—Service The application or infrastructure is unusable in production, having a significant

Unusable in Production	<p>rate of user-facing errors. Business impact is critical (revenue loss, potential data integrity issue, etc.).</p> <p>No workaround is available that is easy to implement (less than 30 minutes).</p> <p>Affected GCP component or feature is marked as <u>General Availability</u> (https://cloud.google.com/terms/launch-stages).</p> <p>Immediate attention from Google is required to resolve the problem.</p>
P2: High Impact—Service Use Severely Impaired	<p>The infrastructure is degraded in production, having a noticeable rate of user-facing errors or difficulties in spinning up a new production system. Business impact is moderate (danger of revenue loss, productivity decrease, etc.).</p> <p>A workaround to mitigate critical business impact is available and easy to implement.</p> <p>Affected Google Cloud Platform component or feature is marked as <u>General Availability</u> (https://cloud.google.com/terms/launch-stages).</p> <p>Fast response from Google is required.</p>
P3: Medium Impact—Service Use Partially Impaired	<p>The issue is limited in scope and/or severity. The issue has no user-visible impact. Business impact is low (for example, inconvenience, minor business processes affected, etc.).</p> <p>Case requires more in-depth investigation and troubleshooting and less frequent interactions.</p>
P4: Low Impact—Service Fully Usable	<p>Little to no business or technical impact. Recommended for consultative tickets where in-depth analysis, troubleshooting or consultancy are preferred to more frequent communications.</p>

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