Enhanced Support SLA

Fast response SLAs when you need them

In today's hyperconnected world, businesses are increasingly relying on their online channel to drive business, create strong brands, and reduce costs. At Akamai we understand the importance of pace for your business and are committed to helping you reduce time-to-resolution by responding faster to your technical support cases.

Akamai Enhanced Support SLA Module

Enhanced Support SLA promises faster response times from Akamai Customer Care when you open a technical support request. Designed as an add-on module with Akamai Standard Support, the Enhanced Support SLA module includes:

Faster Response Times

Your calls and cases get routed to the top of the support queue and we promise our faster response SLAs*:

Response Times	Critical Impact (P1)	<=30 minutes
	High Impact (P2)	<= 2 hours
	Low Impact (P3)	<=1 business day

*The response SLAs above apply only for technical support requests reported via phone and
Luna Control Center (https://control.akamai.com/)

Unlimited Support Requests Per Year

You are granted unlimited support requests. While the Akamai platform is proven to be very reliable, you have unlimited access to technical support for any Akamai-related issues that impact the performance or availability of Akamai services.

Akamai University

Akamai University is a great way for you and your team to learn how to use your Akamai Solution more effectively. The two-day course aims to empower you by boosting your Akamai knowledge. After going through the training, you will be able to:

• Utilize the full feature set of your Akamai solution.

• Implement best practices to manage your Akamai.

• Troubleshoot common content publishing and delivery issues on your own.

With the Enhanced Support SLA module, you get one Akamai University Classroom Training seat no additional cost. Akamai University classes are conducted throughout the year at locations across the world. You can use your free seat anytime within the first 12 months of signing up for Enhanced Support SLA module.

For more information on Akamai University and the global calendar,
please visit: *www.akamai.com/training*

BENEFITS TO YOUR BUSINESS:

POTENTIAL OPERATIONAL BENEFITS

• Gain peace of mind with a guaranteed response from Akamai within the promised time frame.

• Get a jump-start on issue resolution with faster response from Akamai.

• Meet your internal SLAs with help from Akamai's technical support team.

• Improve your self-service ability through classroom training conducted by Akamai.

POTENTIAL BUSINESS BENEFITS

• Minimize time to react to technical break-fix issues and enhance business continuity.

• Extract maximum value from your Akamai investment.

CONTACT AKAMAI TODAY

Interested in learning more about Akamai's Enhanced Support SLA module? Contact your sales representative today.

Enhanced SLA

Akamai FASTER FORWARD

As the global leader in Content Delivery Network *(CDN)* services, Akamai makes the Internet fast, reliable, and secure for its customers. The company's advanced web performance, mobile performance, cloud security, and media delivery solutions are revolutionizing how businesses optimize consumer, enterprise, and entertainment experiences for any device, anywhere. To learn how Akamai solutions and its team of Internet experts are helping businesses move faster forward, please visit *www.akamai.com* or *blogs.akamai.com*, and follow @Akamai on *Twitter.*

Akamai is headquartered in Cambridge, Massachusetts in the United States with operations in more than 57 offices around the world. Our services and renowned customer care are designed to enable businesses to provide an unparalleled Internet experience for their customers worldwide. Addresses, phone numbers, and contact information for all locations are listed on www.akamai.com/locations.