

Akamai's CIAM 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 CIAM Enhanced Support SLA Module

CIAM Enhanced Support SLA promises faster response times from Akamai Technical Support (AkaTec) when you open a technical support request. Designed as an add-on module with CIAM Services, the CIAM 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) | <= 1 hour |
| | Low Impact (P3) | <=1 business day |

**The response SLAs above apply only for technical support requests reported via phone and (<https://control.akamai.com/>). All support requests reported via e-mail will be considered as Sev 3*

Unlimited Support Requests Per Year

Unlimited number of support requests can be created. You have access to our technical support organization for any Akamai-related issues that impact the performance or availability of Akamai services.

Case Updates

For cases of different severity, our team will reach out to you with frequent updates.

- Sev 1 (24*7) – Every 2 hours
- Sev 2 (24*5) – Daily
- Sev 3 (24*5) – Daily

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 CIAM Enhanced Support SLA module? Contact your sales representative today.

