

# Akamai Standard Support

Everything You Need to Benefit from the Power of Akamai



Akamai's Standard Support Package provides customers with all that is necessary to leverage Akamai's managed services for powering rich media, dynamic transactions, and enterprise applications online. Delivered to all Akamai customers, the Standard Support Package gives you on-call access to pooled technical experts along with market-leading provisioning, reporting, management, and diagnostic tools via the Luna Control Center. Should you need more in-depth assistance or training from our team of experts, you can sign up for additional service packages any time.

## Akamai Standard Support Package

### What you get with Akamai Standard Support:

- Pooled Technical Support team
- Self-service configuration tools
- Pooled Account Management team
- Email, online, and phone support requests
- Up to fifteen support requests per year
- Online troubleshooting/diagnostic tools
- Online management, control, and reporting
- On-demand training modules

### Pooled Technical Support Team

Designed to be customer-centric, our technical support process ensures you always have access to a knowledgeable consultant who can solve any problem. Leveraging state-of-the-art support technologies, our consultants address your Support needs efficiently and quickly. Pre-sales and implementation consultants are engaged as needed to configure services that meet your business and technical requirements. For subsequent changes and additions to your Akamai services, you can engage resources by contacting your sales account executive.

### Self-Service Configuration Tools

With the most extensive set of self-service tools in the industry, Akamai empowers you to provision many of its service features. The result? You improve your time to market and proficiency in managing this powerful extension to your infrastructure.

### Pooled Account Management Team

At all times, you have access to an on-call team providing best-of-class support. The team is composed of a globally distributed staff with significant professional experience and advanced degrees. Designed to be customer-centric, our business support process ensures you get directed to the right point of contact who can solve any problem. Leveraging state-of-the-art support technologies, our consultants address your business needs efficiently and quickly.

### Luna Control Center, Email and Phone Support Requests

You can request technical support assistance in three ways:

- Luna Control Center : <https://control.akamai.com>
- Email: [ccare@akamai.com](mailto:ccare@akamai.com)
- Phone: +1. 877.4.AKATEC or +1 617.444.4699
- Email: [ccare@akamai.com](mailto:ccare@akamai.com)

## BENEFITS TO YOUR BUSINESS

- **Efficient additions/changes** with self-service provisioning and management tools
- **Control of your online business** through the Luna Control Center
- **Insight into your operations** with exceptional online reporting
- **Increased availability and response to issues** with the most reliable services in the industry
- **Self-sufficiency** with our online troubleshooting and diagnostic tools
- **24x7x365** technical support when you need it

# Akamai Standard Support

Support for critical P1 service issues must be requested by phone in order to ensure a timely response.

Response Times	Critical Impact (P1)	<2 Hours
	Major Impact (P2)	<4 Hours
	Low Impact (P3)	<2 Business Days
Live Support Availability	Critical Impact (P1)	24x7
	Major Impact (P2)	Business Hours
	Low Impact (P3)	Business Hours

Business Hours are, by geography, as follows, Monday through Friday, excluding local holidays:

- North America (GMT -05:00) 9:00 AM to 9:00 PM ET
- Europe (CET) 9:00 AM to 6:00 PM
- Asia-India (GMT +05:30) 9:00 AM to 6:00 PM
- Asia-Japan/Singapore (GMT +08:00) 9:00 AM to 6:00 PM

## Technical Support Priority Definitions

- **P1 – Critical Impact:** Akamai system or major application is down or seriously impacted and there is no reasonable workaround currently available.
- **P2 – Major Impact:** Akamai system or application is partially or moderately impacted, or a single incidence of failure is reported. There is no workaround or the workaround is cumbersome to implement.
- **P3 – Low Impact:** Routine maintenance, configuration change requests, questions about your account or contract, help managing your services online, information requests, and general feedback.

## Fifteen Support Requests Per Year

You are granted up to fifteen (15) support requests per year. While the Akamai Intelligent 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® is a leading provider of cloud services for delivering, optimizing and securing online content and business applications. At the core of the company's solutions is the Akamai Intelligent Platform™ providing extensive reach, coupled with unmatched reliability, security, visibility and expertise. Akamai removes the complexities of connecting the increasingly mobile world, supporting 24/7 consumer demand, and enabling enterprises to securely leverage the cloud. To learn more about how Akamai is accelerating the pace of innovation in a hyperconnected world, please visit [www.akamai.com](http://www.akamai.com) or [blogs.akamai.com](http://blogs.akamai.com), and follow @Akamai on Twitter.

Akamai is headquartered in Cambridge, Massachusetts in the United States with operations in more than 40 offices around the world. Our services and renowned customer care 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](http://www.akamai.com/locations).

## Online Troubleshooting/Diagnostic Tools

Akamai's Luna Control Center includes extensive troubleshooting guides and diagnostic tools.

## Online Management, Control, and Reporting

Through the Luna Control Center, you can access a variety of service management tools. With these tools, you'll gain visibility into and control over what is now your extended infrastructure. You can confirm successful delivery of content, view traffic patterns and geographic dispersions, and monitor/ troubleshoot your origin infrastructure. A unique real-time alert capability informs you when defined thresholds have been crossed, indicating that performance and user experience have degraded.

## On-Demand Training Modules

By taking advantage of the training modules available through the Luna Control Center, you can learn to utilize the reports and tools referenced in this brochure. Each module includes in-depth information and software simulations, including a basic overview of Akamai, technical how-to, troubleshooting, and administration.

## CONTACT AKAMAI TODAY

Interested in learning more about Akamai Standard Support? Contact your sales representative today.

## The Akamai Ecosystem

Akamai makes the Internet fast, reliable and secure. Our comprehensive solutions are built on the globally distributed Akamai Intelligent Platform, managed through the unified, customizable Luna Control Center for visibility and control, and supported by Professional Services experts who get you up and running easily and inspire innovation as your strategies evolve.