

Secure64[®] Support Services

World-class support to ensure exceptional product performance and reliability

Online Support

Our Support Web Portal contains a wealth of resources to help you submit trouble tickets, track progress on fixes, and self-solve common issues with solutions from our Knowledge Base.

Technical challenges and unexpected difficulties are a reality at every stage of DNS infrastructure management, and it is essential that the team supporting your network be up to the task. From application management and usage questions to addressing network issues like outages and malicious attacks, you need a team supporting you with the expertise and speed to keep your network running smoothly.

At Secure64, we recognize that a DNS infrastructure is only as strong as the team that supports it, and we have built our Support organization with that in mind. With a team of experts that have helped countless customers administer, troubleshoot, and manage their Secure64 DNS solutions, you can trust that our team has the expertise to provide all the answers and assistance you need for your DNS infrastructure.

“When I called our old DNS provider, I would get a random call center agent with limited knowledge. Now, when I call Secure64, I get a trained engineer, who is familiar with my network and able to help.”

- Manager of DNS Engineering at a major North America mobile operator

Secure64 Support Services are...



Knowledgeable

With 1,000s of successfully handled support cases on networks around the globe, our team has the experience to handle even the trickiest cases



Available

Secure64 has Support staff located around the globe, with SLAs that ensure you can always have help available, any place, any time



Responsive

Whether contacted over the phone or through our Support web portal, our Support team is quick to provide updates and solutions to product issues

Platinum Support

Priority	Initial Response Time Target*	Commitment	Resolution Target
1	15 minutes (7x24x365)	Engineer engaged at time of call. Target Workaround SLA of 1 hour.	Hot fix within 4 Secure64 business days if Workaround is not acceptable. Final fix in next available release.
2	30 minutes (7x24x365)	Engineer will be engaged at time of call. Target Workaround SLA of 1 hour.	Final fix in next available release.
3	4 hours – during customer business hours, next business day for weekends and evening	Tier 1 Support will engage Engineering within 2 business days if needed. No Workaround provided.	Final fix in next Major release.
4	4 hours – during customer business hours, next business day for weekends and evening	Tier 1 Support will engage Engineering within 2 business days if needed. No Workaround provided.	Requests for information provided within 1 business day local time. Next day for after hours.

Quarterly Business Review

In addition to the improved SLAs, Platinum Support includes business reviews each quarter to address any ongoing issues.

Standard Support

Priority	Initial Response Time Target*	Commitment	Resolution Target
1	15 minutes (7x24x365)	Secure64 and client will commit necessary resources to resolve the issue or develop a Workaround.	Emergency Patch Release or Hotfix made available to client if necessary. Final fix included in next Minor Release or Major Release.
2	2 hours – during Secure64 business hours 7:00am to 6:00pm MST	Secure64 and client will commit necessary resources during normal business hours to resolve the issue or obtain a Workaround.	Final fix included in future Software Release.
3	4 hours - during Secure64 business hours 7:00am to 6:00pm MST	Secure64 and client will commit necessary resources during normal business hours to restore operations to satisfactory levels.	Schedule final fix for future Software Release if necessary.
4	8 hours – during Secure64 business hours 7:00am to 6:00pm MST	Request-dependent.	Request- dependent.

GOING BEYOND SUPPORT

Our team of experts aren't limited to support. From sizing and planning your network DNS to providing in-depth product training so you'll have experts of your own, Secure64 Professional Services work hand-in-hand with Support to deliver a seamless customer experience and help you deliver world-class service to your subscribers.

Learn more about Secure64 DNS solutions at www.secure64.com