

VERISIGN CUSTOMER SUPPORT SERVICES



VERISIGN®

SERVICE IS OUR BUSINESS. VERISIGN CUSTOMER SERVICE WILL BE THERE TO SUPPORT YOU AT THE ONSET. TRUST FROM DAY ONE.



ASSISTED SUPPORT
GLOBAL | VERISIGN, INC.

HIGHLIGHTS

Verisign's Customer Service is industry recognized because Verisign understands that true Customer Service is not just about answering questions on the phone. True Customer Service is about recognizing a customer's need before the customer makes an inquiry. Verisign products and services include the following:

- 24x7 access to Customer Service Center & technical experts
- Online support tools: product portals, product knowledge base
- Alerts & notification: product updates, new releases, maintenances
- Technical Account Management (optional service with additional fees)
- Customer feedback loop

RELIABILITY REDEFINED

Verisign's reputation is based around the reliability and availability of Internet infrastructure. Verisign's approach to Customer Service is no different. Built with your growing needs in mind, support begins with support representatives who are available 24 hours a day, 7 days a week. Since Verisign recognizes the importance of Customer Service, there is no wait period before customers are able to begin contacting Customer Service representatives; they are available to answer questions from day one.

No Robots

- Verisign does not force customers through an IVR as their only contact channel
- Verisign offers help through more than just a Knowledge Base

Low Effort Approach

At the onset of your onboarding, Verisign Customer Service works to make using Verisign products as easy as possible. Customer Service will reach out and help plan service implementation in three easy steps:

- Customers will receive a welcome email with onboarding materials:
 - An explanation of the product/service which was purchased in easy-to-understand terms
 - Escalation guide and contact details
 - Key milestones to expect when using the service
 - Account details
- Assist with setting up customer accounts
- Scheduling information around system demonstrations/tests

Single Point of Contact

At any time and after service has been implemented customers are welcome to contact Customer Service, 24 hours a day, 7 days a week. Verisign Customer Service commits to managing all inquiries to resolution.

From billing inquiries, listening to suggestions on how to improve services, to technical troubleshooting, Verisign Customer Service is available and ready.

Technical Account Management

Leverage a Verisign Technical Account Manager (TAM) for high profile needs. A designated TAM has the technical expertise to understand customer's enterprises and will:

- Provide customized, guided onboarding and address solution concerns
- Identify and proactively resolve technical barriers to customer deployments
- Single point of contact for technical issues
- Direct access to your technical team when issues arise
- Ensure that you are kept extensively updated with your incident information in a timely manner
- Eliminate the need to explain your environment setup each time you call Customer Support

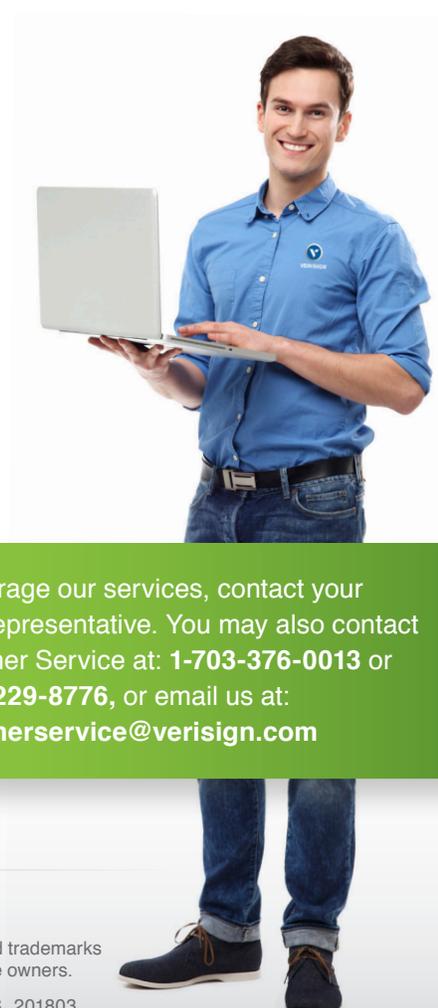
For more information, please see the Verisign TAM product sheet.

Recognition

Verisign Customer Service has been recognized with the Technical Services Industry Association's "Rated Outstanding Assisted Support, Global" award. Measured against 100+ benchmark criteria across service, customer philosophy and staff development, Verisign's Customer Service team knows that service is not just answering an inquiry. It involves continuous investment in systems, human capital and planning for customer needs.

RESPONSE INTERVALS

SERVICE METRICS	TARGETS
CSAT / PSAT	9
Responsiveness	
First Contact Resolution	85%
Time to Respond by Channel	90% email 2 hrs. 90% phone <20 sec. 90% chat >10 sec.



To leverage our services, contact your sales representative. You may also contact Customer Service at: **1-703-376-0013** or **1-855-229-8776**, or email us at: **customerservice@verisign.com**