

# SERVICE IS OUR BUSINESS



## PLAN FOR SUCCESS WITH VERISIGN'S SUPPORT OPTIONS FOR VERISIGN'S DDoS PROTECTION SERVICES



ASSISTED SUPPORT  
GLOBAL | VERISIGN, INC.

All Verisign Security Services customers have access to Verisign's industry recognized service included as part of the purchase. However, there are times when you may need additional assistance to reduce complexity, require a higher level of personalized interaction to reduce the demand on your internal resources, or need access to additional industry expertise. Our team is versed in service needs, can speak to a customer's engineers and business contacts alike, and is comprised of specialized technologists who will partner with you.

### SERVICE IS MORE THAN TECHNOLOGY

Verisign's reputation rests on the reliability and availability of our infrastructure. Service is no different. Verisign's customer service program provides you with two levels of support services that are designed to meet the needs of your business.

#### Standard Support

Standard Support provides you with the baseline services you need, ensuring appropriate availability of support expertise when you need it. Standard support includes the following features:

- **Direct access to Support Engineers 24/7** via phone, email, or chat
- **Case Management.** Support Engineers will provide you with tracking of all your requests – urgent or not. Proactive customer updates are the norm.
- **Online customer portal.** A rich platform that provides you with real time access to your account details, current and historical alerts, as well as monitoring and mitigation activities and standard reports. Includes basic portal training on account provisioning.
- **On-demand customer account reviews and tune-up** – Service optimization and review
- **Standard SLAs**
- **Product Release, Update & Maintenance Notifications**

#### Premium Support Services

Customers choose Premium Support – our highest level of support for Verisign DDoS Protection Services -- for increased access to industry expertise to assist with unusual or complex requirements, faster assistance with prioritized case management for your most crucial issues, and enhanced reporting to address your specific business requirements. Premium Support includes all of the features in Standard Support plus:

- **Designated Technical Account Management (TAM).** Your advocate at Verisign who will deliver a more personalized customer experience you demand. The TAM will develop a solid understanding of your technical infrastructure (as it relates to our DDoS Service), understand your business objectives and special requirements, as well as coordinate customer interactions with Verisign. The TAM will assist in delivering:
  - Personalized, customized onboarding and change management – project managed discipline with scheduled touch points to ensure success for all onboarding and change management activities
  - Managed Account Updates during mitigation events so your executives know the details as they occur



- Point of contact to assist with escalation management throughout contract life cycle
- On call support during customer's infrastructure changes
- Support ticket reviews leading to faster resolution
- Customer Account Planning & Scorecard Reviews
- **Enhanced Reporting**, including Mitigation Packet Captures and Enhanced Post Mitigation Reporting.
- **Prioritized Case Management** – priority access to support engineers with priority response to your support inquiries to speed resolution.
- **Free Customer User Training** and Customer Portal demos for all new users when you need it.

Contact Sales for information and pricing for our highest level of support – Premium Support Services.

### 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, 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 your needs.

In Q3 2015 Forrester Wave™ for DDoS Services Providers, Verisign "earned top marks for its customer portal."

### ABOUT VERISIGN

Verisign, a global leader in domain names and internet security, enables internet navigation for many of the world's most recognized domain names and provides protection for websites and enterprises around the world. Verisign ensures the security, stability and resiliency of key internet infrastructure and services, including the .com and .net domains and two of the internet's root servers, as well as performs the root-zone maintainer function for the core of the internet's Domain Name System (DNS). Verisign's Security Services include DDoS Protection and Managed DNS. To learn more about what it means to be Powered by Verisign, visit [Verisign.com](http://Verisign.com).

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