

SERVICE IS OUR BUSINESS.



PLAN FOR SUCCESS WITH OUR TECHNICAL ACCOUNT MANAGEMENT SERVICE.



ASSISTED SUPPORT
GLOBAL | VERISIGN, INC.

PARTNERS INVESTED IN YOUR SUCCESS

All NIA customers have access to Verisign's industry recognized service included as part of the purchase. However, there are times where having a close partner who knows the intricacies of your needs and can guide you through the technical aspects of your service is invaluable. Our Technical Account Managers (TAMs) are versed in service needs, can speak to a customer's engineers and business contacts alike, and are specialized technologists to partner with you.

SERVICE IS MORE THAN TECHNOLOGY

Verisign's reputation rests on the reliability and availability of our infrastructure. Service is no different.

Our TAM offering is more than just a technical advisor. They will partner with your technical counterparts to develop a seamless plan for using our services while keeping an eye on your larger business needs. Your larger strategic needs are our foundation for growth and the TAM is your reliable partner in planning for the future while executing on immediate needs.

Benefits

On top of our standard services, the TAM solution offers:

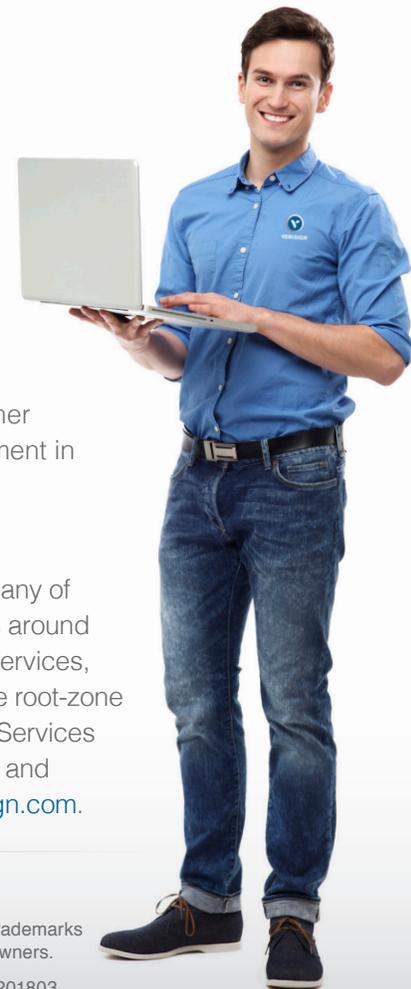
- Regular account touch points to assess onboarding and post-launch success
- Single point of contact for management of on-boarding and immediate escalation path throughout customer lifecycle
- Hands-on expertise to help you with configurations and mitigation practices
- On call support

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.

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 intelligence-driven Distributed Denial of Service Protection, iDefense Security Intelligence and Managed DNS. To learn more about what it means to be Powered by Verisign, please visit Verisign.com.



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