



NetActuate Support Options

NetActuate customers start with always-on global infrastructure backed by a [standard SLA](#) that covers service uptime and ticket response times. Standard support is included with all platform services. For customers who need elevated responsiveness, proactive monitoring, or a fully outsourced NOC, we offer Premium Support and vNOC as additive service layers.

Together, these options let you align support with the criticality of your workloads, from self-directed operations up to fully managed global infrastructure.

| Standard Support | Premium Support | vNOC |
|--|--|---|
| Included with all NetActuate platform services - Access via portal tickets, email, and other channels - Covers troubleshooting, incident assistance, and configuration questions - Backed by core uptime goals for infrastructure and network services | All Standard Support features, plus contract-defined enhancements - Prioritized handling of your tickets and incidents Option to include tighter collaboration channels such as Slack or ChatOps for faster coordination May include light proactive checks or monitoring tied to selected services (for example, Anycast or key application endpoints) as defined in your MSA | Consulting-level, fully managed operations layer delivered by NetActuate's global operations team - 24x7x365 monitoring and incident response for your infrastructure, whether hosted with NetActuate, third parties, or in your own data centers Integration and creation of SOPs and MOPs; shared or dedicated runbooks - Ability to operate as first-line support or extend your team with Tier 2 and Tier 3 expertise Management of complex outages, routing, network and platform triage, plus capacity planning and forecasting |
| Global platform uptime goals: 99.99% infrastructure and power (with redundant A+B), 99.999% network availability for properly deployed redundant Anycast networks. Initial ticket response targets: Sales and Billing within 1 | Enhanced ticket response targets defined in your MSA or contract, with shorter response objectives than Standard Support for Medium and High priority incidents Low: Same day Medium: 3 Hours High: 1 Hour | Follow-the-sun NOC coverage with continuous monitoring and alerting Incident support: Real time/within 15 minutes. - Multi-channel access: ChatOps, tickets, email, phone, and on-site dispatch |

| | | |
|--|---|---|
| business day; Support Low within 1 business day; Support Medium within 6 hours; Support High within 2 hours 24x7x365 incident handling for production-impacting issues | 24x7x365 coverage for contracted services Custom escalation paths and on-call expectations defined per agreement | when needed - Escalation workflows defined by your SLA and tailored to your organization Can include monitoring and management of cloud platforms such as AWS, Azure, and GCE, as well as colocation and on-prem environments |
| Included with standard platform and service fees | Premium Support add-on - Pricing model: 1,000 USD per month minimum plus 10 percent of monthly contracted NetActuate spend, defined in your MSA or support addendum | Managed vNOC service - Starting at 10,000 USD per month Scope, coverage, and SLAs are tailored per engagement and may include third party and multi-cloud environments |

Custom MSAs, Consulting, and Tailored SLAs

In addition to the three tiers above, NetActuate can craft [custom consulting engagements](#) and **MSAs** that align support, monitoring, and SLAs to specific services or workloads. This can include:

- Service-specific uptime or response guarantees beyond the standard SLA
- Bundled vNOC, DDoS mitigation, and consulting for mission critical platforms
- Dedicated escalation matrices, named contacts, and joint runbooks for complex environments

These agreements are defined contractually on a per customer or per service basis, so you can right-size operational coverage for everything from individual Anycast deployments to full multi-cloud and on-prem estates.