



## 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
<p>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</p>	<p>All Standard Support features, plus contract-defined enhancements - Prioritized handling of your tickets and incidents</p> <p>Option to include tighter collaboration channels such as Slack or ChatOps for faster coordination</p> <p>May include light proactive checks or monitoring tied to selected services (for example, Anycast or key application endpoints) as defined in your MSA</p>	<p>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</p> <p>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</p> <p>Management of complex outages, routing, network and platform triage, plus capacity planning and forecasting</p>
<p>Global platform uptime goals: 99.99% infrastructure and power (with redundant A+B), 99.999% network availability for properly deployed redundant Anycast networks.</p> <p>Initial ticket response targets:</p> <p>Sales and Billing within 1</p>	<p>Enhanced ticket response targets defined in your MSA or contract, with shorter response objectives than Standard Support for Medium and High priority incidents</p> <p>Low: Same day Medium: 3 Hours High: 1 Hour</p>	<p>Follow-the-sun NOC coverage with continuous monitoring and alerting</p> <p>Incident support: Real time/within 15 minutes.</p> <p>- Multi-channel access: ChatOps, tickets, email, phone, and on-site dispatch</p>

<p>business day; Support Low within 1 business day; Support Medium within 6 hours; Support High within 2 hours</p> <p>24x7x365 incident handling for production-impacting issues</p>	<p>24x7x365 coverage for contracted services</p> <p>Custom escalation paths and on-call expectations defined per agreement</p>	<p>when needed</p> <p>- Escalation workflows defined by your SLA and tailored to your organization</p> <p>Can include monitoring and management of cloud platforms such as AWS, Azure, and GCE, as well as colocation and on-prem environments</p>
<p>Included with standard platform and service fees</p>	<p>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</p>	<p>Managed vNOC service - Starting at 10,000 USD per month</p> <p>Scope, coverage, and SLAs are tailored per engagement and may include third party and multi-cloud environments</p>

## 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.