

MASHERY SUPPORT AND MONITORING SERVICES

Mashery's customer support team is dedicated to making sure your API platform always achieves optimal performance and reliability. The team has a reputation for responding quickly and effectively, frequently alerting customers to issues before customers are even aware of them.

MASHERY SUPPORT PLANS

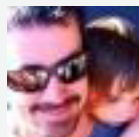
All Mashery customers enjoy Mashery's 24/7 **Standard Support and Monitoring services** at no additional charge. Customers with more stringent requirements are encouraged to upgrade to Mashery 24/7 **Gold Support and Monitoring**, which includes faster response times, more telephone support, and more frequent monitoring.

24/7 MONITORING

Description	STANDARD	GOLD
24/7 Status Check	Every 20 minutes	Every 5 minutes
Endpoints monitored	1	8+
Notification SLA	45 min via email	15 min via email/live call
Escalation procedure	None	Custom

24/7 SUPPORT

Description	STANDARD	GOLD
Online & email	Yes	Yes
Telephone support	Priority 1 (P1): 24/7	P1: 24/7; P2-P3: Business hours
Named support contacts	1	5
Response time	Standard SLA	Gold SLA (2x as fast)
Semimonthly support briefing	No	Yes



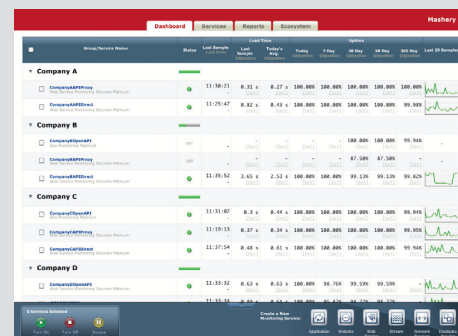
"Thanks for the fantastic support the last few nights...@Mashery's support team rocks!"

-@michaelhart via twitter
Michael Hart, Director of Engineering, Netflix

THE MASHERY SOLUTION



Successful API programs don't just happen. You need the Mashery difference - industry-leading platform strategy, developer outreach, cutting-edge products, and operational expertise to design, implement and manage your API program.



Mashery delivers 24x7 support and monitoring services. Our real time API dashboard constantly checks to ensure our customers APIs are up and running.

MORE INFORMATION

Please contact your Mashery account manager or email sales@mashery.com for further information on Mashery.

