

Fastly Live Event Monitoring Service

CUSTOMER FAQ

This document provides answers to some of the most frequently asked questions about Fastly's Live Event Monitoring Service.

What is the Live Event Monitoring Service?

Our Live Event Monitoring Service lets you reserve Fastly support resources when the stakes are high and you can't afford any downtime. With experienced engineers monitoring, alerting, and troubleshooting complex issues throughout your event, you'll be able to find and fix problems before they impact your end users.

What types of events are suitable for this service?

You can use Fastly's Live Event Monitoring Service anytime your team needs to deliver a successful event. Common event types include:

- Sports live streams
- Awards shows live streams
- Conferences and events live streams
- Holiday and flash sales
- Product and service launches

What is included in this service?

For the duration of your scheduled event, the Live Event Monitoring Service reserves Fastly support staff who will perform the following:

- **Monitoring:**
 - Drops or spikes in bandwidth and request levels
 - 5xx and 4xx Errors
 - Cache hit ratio
 - Origin Latency
 - Upstream issues with origin
 - Internet congestion events
- **Alerting & real-time communication:**
 - Fastly works with you to jointly define alerting thresholds
 - Real-time notifications via instant messaging
- **Troubleshooting:**
 - Rapid response from Fastly support personnel who know your configuration and have been monitoring the event
 - Accelerated escalation to senior support teams

Do you offer add-ons like pre-event planning and post-event reporting?

Yes. Fastly will work with you to customize the Live Event Monitoring Service to meet your team's unique needs. Optional add-ons include:

- 3rd party analytics integrations (i.e. Catchpoint, Conviva, etc.)
- Pre-event preparation & testing (separate professional services engagement)
- Post-event executive reports (separate professional services engagement)

What is not included in Live Event Monitoring Service?

The Live Event Monitoring Service is limited to monitoring, alerting, and troubleshooting your Fastly service. We are **not** committing to monitoring, alerting, and troubleshooting other vendor's products as part of this service, although we will assist you with the information available about other service providers to help troubleshoot your issues.

How do you charge for this service?

Fastly's Live Event Monitoring Service is priced per hour for a minimum of five hours and a maximum of ten hours. To discuss pricing with our team, please contact sales@fastly.com.

I have multiple events, what are my options for purchasing Live Event Monitoring Service?

To purchase the Live Event Monitoring Service for multiple events, you'll need to submit the dates and times of all your events to Fastly.

If you know the dates and times of your events upfront, we can create a contract that encompasses all your events. If you don't know the dates and times of all your events upfront, we can create a contract for the events you do have that information for, and simply amend the contract with the additional events once you confirm those dates and times.

If you are interested in discussing purchasing Live Event Monitoring for multiple events, please reach out to sales@fastly.com and we can discuss your requirements.

Is there an approval process for the Live Event Monitoring Service?

Yes, requests for the Live Event Monitoring Service are subject to Fastly approval based on support resource availability. We ask that you submit a request for this service at least 48 hours before your event so we can provide a timely response.

Is this Live Event Monitoring Service available for all regions?

Yes, you can purchase Fastly's Live Event Monitoring Service for any event in any region.

How do I get help if I have more questions about Live Event Monitoring Service?

Contact sales@fastly.com and a representative will respond as soon as possible.