

# Support and Professional Services

The expertise, deployment, and service management options to meet your needs

## Fastly Support Plans

At Fastly we know what it takes to deliver excellent support. We are a CDN service built by developers for developers, so we have a unique understanding of your support needs. Our philosophy is one of transparency. We don't wait for problems to arise — our Customer Engineers work hard to identify and address issues before they impact your business.

Fastly offers Standard, Gold, and Platinum Support Plans.

### Standard Support

Once signed up with Fastly, you're automatically covered by our Standard Support Plan, free of charge. You can file a ticket through our Support team and access our **documentation** which includes everything from online FAQs and API references, to a range of configuration guidelines from basic to advanced. You can also join our **Community Forum** to post questions and discuss Fastly, web performance, and Varnish.

### Gold Support

If you are looking for enhanced support, priority routing of support cases, and 24/7 incident response, you can enroll in our Gold Support Plan. In addition to **documentation** and access to our **Community Forum**, you'll get expedited response and resolution times on incident reports, a 100% uptime guarantee, and dedicated account management.

### Platinum Support

Our Platinum Support Plan offers all the benefits of our Gold Support Plan and more. You'll get 24/7 phone and online support (with 15-minute escalation response times), access to a support Slack channel, and dedicated account management. We also offer the option to have a designated Customer Engineer to help ensure business continuity.



**"We really like the Fastly support team. They're very technical and knowledgeable, and we find there's no back-and-forth for getting an issue resolved. They immediately get what the issue is and resolve it quickly."**

*Naren Venkataraman  
Director of Video Encoding*



**"I would definitely recommend Fastly. They are head and shoulders above everyone else. Their support is amazing — everyone there is super helpful and just fantastic to work with."**

*Darrell Mozingo  
Team Lead, Content Development*

## Summary of Plans

BENEFITS	STANDARD SUPPORT	GOLD SUPPORT	PLATINUM SUPPORT
Online self service*	✓	✓	✓
Web & email support	✓	✓	✓
Phone support & slack channel**			✓
Designated account management			✓
Emergency escalation			✓
<b>GENERAL INQUIRY AVAILABILITY</b>			
Business hours	✓	✓	✓
24/7/365			✓
<b>INCIDENT AVAILABILITY</b>			
Business hours	✓	✓	✓
Weekend & holidays	✓	✓	✓
24/7/365		✓	✓
<b>INITIAL RESPONSE TIME</b>			
Next business day	✓	✓	✓
Severity 1		WITHIN 2 HOURS	WITHIN 15 MIN.
Severity 2		WITHIN SAME DAY	WITHIN 2 HOURS

\* Online Self Service includes unlimited access to Community Forum, Documentation & Blogs

\*\* Slack Channel operates only during Fastly business hours / days

## Fastly Professional Services

At Fastly we want to ensure your service experience is as smooth as possible. Our Professional Services Packages include setup and integration, hands-on training, coaching, consultation services, in addition to direct access to in-depth technical expertise. Our Customer Engineering team has worked with companies of all sizes across multiple industries.

Fastly offers three Professional Services Packages: Service Implementation, Service Management, and Consulting Engagement Services.

### Service Implementation

#### Standard Package

Our Standard Service Implementation Package is ideal for basic configurations, allowing you to get up and running quickly. Our Customer Engineers work closely with you through every step of the implementation process, from planning to deployment and production testing.

#### Enterprise Package

For customers with complex configurations, or a large number of services to configure, we offer an Enterprise Service Implementation Package. Using a tried and trusted framework, we plan and design a solution to fit your specific business goals and technology needs.



“Fastly is a huge asset in terms of implementation. I’m able to get answers from people who know what they’re doing immediately. It’s just amazing to work with a group of people with actual product and industry knowledge without having to work my way up the chain.”

*Matt Landolf, Manager  
Hosting Operation*



“Implementing Fastly on top of an entire-site redesign went very smoothly. Fastly’s support team was responsive and helpful; they were a huge part of the success of the launch, and we could rest assured that Fastly’s piece of our redesign was very well under control.”

*Zack Tollman  
Lead Engineer*

## Service Management

Once you are up and running with Fastly, our Service Management Packages can help ensure you're getting the most out of your service. These packages provide ongoing configuration assistance and access to technical expertise. Our Customer Engineers work closely with your team to quickly implement changes, make recommendations for service optimization, and plan for future needs.

## Consulting Engagement Services

For customers who require hands-on expertise, Fastly offers a range of Consulting Engagement Services. Our Customer Engineering team can tailor these services to meet the needs of companies of all sizes. Sample services include configuration maintenance assistance, website performance optimization, on-site Varnish & VCL training, and technical advisory services.

## Contact us

If you'd like assistance with service implementation, configuration questions, or getting started on Fastly—we're here to help.

[Support@fastly.com](mailto:Support@fastly.com)  
[webchat.freenode.net/#fastly](https://webchat.freenode.net/#fastly)

For more information on our Professional Services Packages, please visit <https://docs.fastly.com/guides/customer-support/professional-services>