

PRODUCT

# Support and Technical Account Management

## Fastly Support Plans

At Fastly, we know what it takes to deliver excellent support. Our edge cloud platform was 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 — we work hard to identify and address issues before they impact your business.

Fastly offers Standard, Gold, and Enterprise Support Plans. We provide an option for a Technical Account Manager (TAM) as an add-on to our Enterprise Support Plan.



### Standard Support

You're automatically covered by our Standard Support Plan, free of charge, as soon as you sign up with Fastly. You can file a ticket with 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're looking for enhanced support, priority routing of support cases, and expedited 24/7 incident response times, you can enroll in our Gold Support Plan. In addition to documentation and access to our Community Forum, you'll get expedited resolution times on incident reports.



### Enterprise Support

Our Enterprise Support Plan offers all the benefits of our Gold Support Plan and more. You'll get 24/7 online support for incidents and general inquiries, with 15-minute escalation response times, phone support, access to a private Slack channel, and a team of technical experts to help you optimize your Fastly service, including compliance support.

### Technical Account Management

Available as an add-on to Enterprise Support, the Technical Account Manager (TAM) will be your direct point of contact for technical discussions. You'll get proactive account monitoring, including customized reports and a regular cadence of business reviews. You'll also have access to our 24/7 global response team.



"This level of support is not offered anywhere else by any other company. Service and support like this is what companies like us need to grow fast and keep up with the demands of today's technologies."

Derek Page, Operations Engineer



"All developers are control freaks. Fastly gives me full control of my entire stack. Normally, when you hand over parts of your application logic to a third party, you lose some control immediately. But with Fastly, we didn't lose any control over the logic we had at the edge. It's this transparency and control that gives me confidence in the service."

Matthew O'Brien, Software Architect

Benefits	STANDARD SUPPORT	GOLD SUPPORT	ENTERPRISE SUPPORT
Online Self Service*	✓	✓	✓
Web & Email Support	✓	✓	✓
Phone Support & Slack Channel**			✓
Emergency Escalation			✓
30% Discount on Fastly Professional Service Engagements			✓
PCI/HIPAA Configuration Services			✓
Enhanced Compliance Support (including GDPR)			✓

### Availability for General Inquiries

Business Hours	✓	✓	✓
24/7/365			✓

### Incident Availability

Business Hours	✓	✓	✓
Weekends & Holidays	✓	✓	✓
24/7/365		✓	✓

### Initial Response Time

Next Business Day	✓	✓	✓
Severity 1		WITHIN 2 HOURS	WITHIN 15 MIN
Severity 2		WITHIN SAME DAY	WITHIN 2 HOURS

### Dedicated Account Management

Named Point of Contact			✓
Proactive Account Monitoring			✓
Regular Business Reviews			✓

For more details on these plans, visit our [Documentation](#) pages.

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

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

### Contact us

If you'd like assistance with service implementation, configuration questions, or getting started on Fastly — we're here to help via [support@fastly.com](mailto:support@fastly.com) and [webchat.freenode.net/#fastly](https://webchat.freenode.net/#fastly).

You can also join our [Community Forum](#) to post questions and discuss Fastly, web performance, and Varnish.

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



"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



"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