

Customer Support

SoftLayer® Technologies

Contact Us
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softlayer.com

■ What It Is

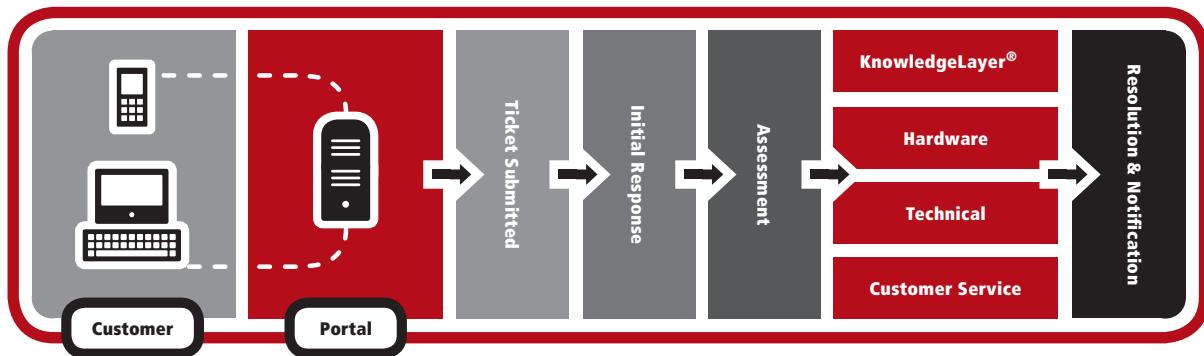
SoftLayer® Support provides expert support to help our customers quickly resolve any system or account issue, maximizing the performance and uptime of their SoftLayer solutions.

We deliver the most responsive customer service in the industry, with highly-trained and certified engineers on site 24/7/365, and expert sales and support staff ready to answer every customer question and need. Customers also have access to a comprehensive selection of online resources for directly troubleshooting and resolving issues, including automated tools via SoftLayer's leading Customer Portal and API; the KnowledgeLayer® database of articles, tutorials, FAQs, and certified third-party tips; and the SoftLayer Customer Forum, a community of users sharing their best practices.

Our leading support is backed up by one of the industry's most aggressive service level agreements, which includes 100% Public Network, Private Network, Customer Portal, and infrastructure uptime guarantees.

■ Support Ticket Process

SoftLayer Support provides one of the industry's fastest support ticket resolution times, with a 20-minute guaranteed response time. Tickets can be submitted via the SoftLayer Customer Portal, the SoftLayer Mobile Portal for wireless Internet devices, the SoftLayer API, or by telephone. Support issues are triaged as they are received, ensuring all SoftLayer customers will receive the level of care they require when facing a critical issue.



■ Support Guarantees

SoftLayer's comprehensive SLA includes guarantees covering:

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|-------------------------------|-------------------------------------|
| ■ Public Network | 100% uptime |
| ■ Private Network | 100% uptime |
| ■ Customer Portal | 100% uptime |
| ■ Redundant Infrastructure | 100% uptime |
| ■ Failed Hardware Replacement | Within 2 hours of problem diagnosis |
| ■ Scheduled Hardware Upgrades | Within 2 hours of scheduled window |

For full and detailed information on the SoftLayer SLA and Master Service Agreement, visit www.softlayer.com/legal.

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■ Key Advantages

Direct Control of Support Solutions SoftLayer's industry-leading automated tools and Customer Portal lets customers directly resolve most common support issues without SoftLayer's intervention, including automated server reboots.

24/7 On-Site Support Our technical support team is available on site 24/7/365, keeping our infrastructure operating at optimal levels and serving as customer's virtual hands and eyes in the event human intervention is needed.

Online and Telephone Support Tickets Support tickets can be opened online via SoftLayer's leading Customer Portal or via telephone. Support needs are graded for severity and responded to accordingly, ensuring every customer receives the best support during the appropriate situation. All opened support tickets receive a guaranteed 20-minute response.

Private Customer Forums Customers have exclusive access to SoftLayer's active private customer forum for searching and discussing support queries. SoftLayer staff and customers can provide peer-to-peer advice and insight on a wide-range of topics, including solutions development and application deployment.

KnowledgeLayer Information Library KnowledgeLayer is a searchable, in-depth compendium of articles, documentation, and how-to's covering a comprehensive range of SoftLayer service questions and technical topics. It includes posts from SoftLayer's technical staff and verified solutions from other SoftLayer customers.

■ Contact SoftLayer

For more information on SoftLayer and any of our products, contact one of our technically trained sales staff by phone, email, or live chat via our site.

Toll-free 866.398.7638
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