CDN Managed Services

✓ One contact for everything   ✓ Individual solutions

✓ Your independent partner   ✓ Experience and know-how

✓ Complete support

Support
- Standard package: Business hours support
- Advanced and premium package: 24/7 support
- Email, online and phone
- First and second level support via Swisscom, third level support via CDN Partner

Reporting
- Automated monthly service level and quantity reporting
- Standard-defined KPIs (as per document SwisscomCDN SLA Definitions) and, where applicable, customer-defined KPIs

Professional Services
- In-house second level support and partner third-level support coordination
- Service integration, onboarding and PoCs
- IT consulting
- Architecture, security and performance Reviews
- Included in the monthly hours contingent are delivery configuration and security configuration maintenance and support
- Unused monthly PS hours will be accumulated up to a maximum of 160hrs. All accumulated and unused PS hours will expire at the end of each calendar year and will not be rolled over into the next calendar year

Security and performance assessments
- One quarterly service assessment for the performance/delivery service and one quarterly service assessment for the security service (depend ry on the availability of such CDN services)
- Assessments include configuration, traffic, performance and security posture overviews

Dedicated Support Engineer / Continuous improvment
- Pro-active CI/CD stance
- Close exchange with client DevOps and Engineering

swisscom

Swisscom CDN Managed Support Packages

Standard

The basic protection for companies with their own IT
- Support Operating Time during Business Hours
- Support KPI Reporting
- 4 Hours/month Professional Services included

Advanced

The basic protection for companies with their own IT
- 24/7 Support Operating Time
- Incl quarterly security and performance assessments as well as attack mitigation and after action report
- 16 Hours/month Professional Services included

Premium

The all-round carefree package for companies
- 24/7 Support Operating Time
- Incl.quarterly security and performance assessments as well as attack mitigation and after action report
- 32 Hours/month Professional Services included
- Dedicated Support Engineer and more....

Definition business hours
Mon-Friday 8am to 5pm - with the exception of public holidays

Definition of 24/7
24hours a day, 7 days a week, including public holidays

Definition of bank holidays
As defined in para 'Bank Holidays' in the Swisscom CDN SLA Definitions document.

Swisscom shall (if necessary, with the involvement of technical partners), eliminate any errors and incidents that may occur to the CDN service and restore the functionality of the CDN service within the agreed period of time.

Support Package	Category	Incident intervention time	Time to resolve
Standart	Major Incident	4 hrs	12 hrs
	Medium Incident	8 hrs	16 hrs
	Minor Incident	16 hrs	Best effort
Advanced	Major Incident	1 hrs	6 hrs
	Medium Incident	4 hrs	12 hrs
	Minor Incident	12 hrs	36 hrs
	Major Incident	30 hrs	4 hrs
Premium	Medium Incident	2 hrs	8 hrs
	Minor Incident	8 hrs	72 hrs

| Feature	Standart	Advanced	Premium
Support Operating Time	Business hrs	24/7	24/7
Support KPI Reporting	✓	✓	✓
Professional Services during business hrs	✓ (4hrs/mth)	✓ (6hrs/mth)	✓ (32hrs/mth)
Quarterly security assessments (1/3mths)	-	✓	✓
Quarterly performance assessments (1/3mths)	-	✓	✓
Attack mitigation and after-action report	-	✓	✓
Dedicated Support Engineer	-	-	✓
Security posture CI	-	-	✓
Advanced performance and acceleration CI	-	-	✓
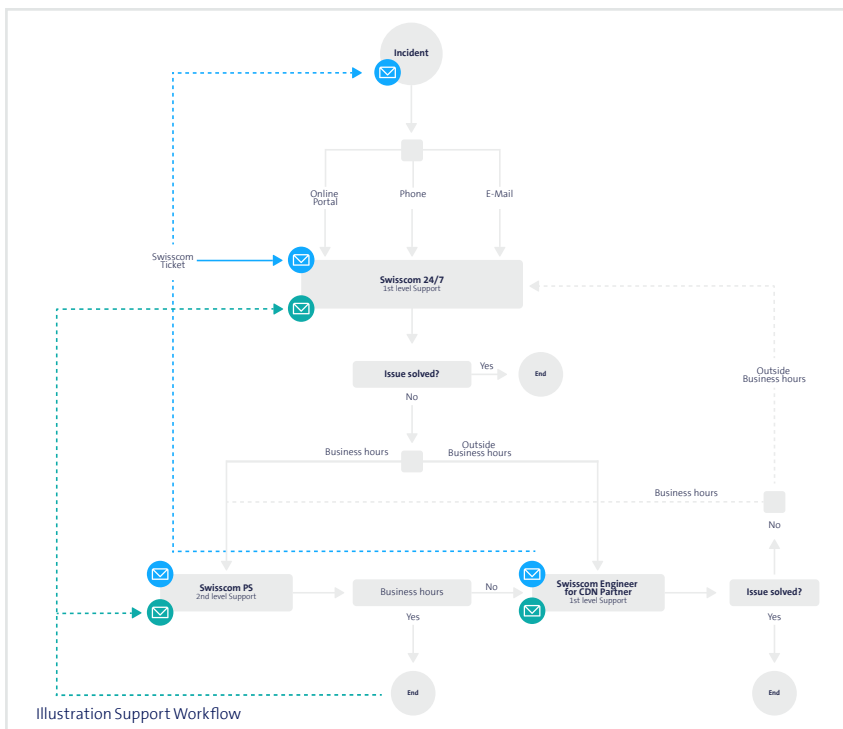
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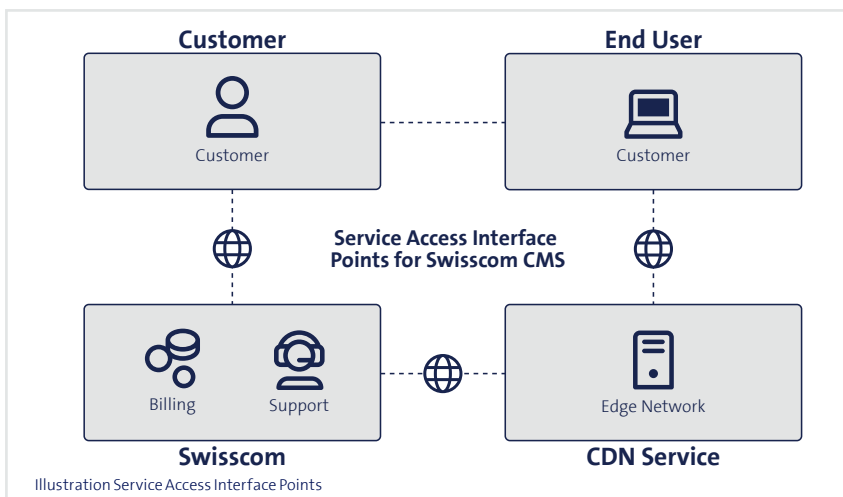
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