

# **Cloudflare Success Offerings**

At Cloudflare, your success and trust matter to us. We are dedicated to being your advocates, product experts, and strategic advisors in helping you achieve your business and technical objectives.

#### Why should organizations choose Cloudflare Success Offerings?

#### **Representation** Built for everyone

As your business grows, your Internet applications, network infrastructure, and teams become increasingly complex. We are committed to partnering with you and providing the right level of network infrastructure expertise at every stage of growth — whether you are just starting out, fully mature, or somewhere in between.

### Highly trained, always online global support

Our 24/7/365 award-winning global support team delivers technical assistance around the clock to ensure your mission-critical priorities are also ours. We have a global team of best-in-class support engineers so you can focus on building your business without costly downtime or time-consuming technical issues.

# (\$) Simple and predictable pricing

Our simple and predictable pricing for each offering makes it easy for you to create your budget and reduce the total cost of ownership.

#### **Success Offerings: Standard & Premium**

The **Standard Success Offering** helps you get started quickly with guided customer success-led onboarding, customer success guidance, and continued online support and training. You get access to 24/7/365 email, chat, and emergency phone support, on-demand technical resource guides, best practice product implementation multimedia, and advanced reporting capabilities, no matter your business size.

Included with Cloudflare Enterprise subscriptions.

The **Premium Success Offering** includes everything in the Standard Success Offering plus a dedicated success team assigned to your account that provides highly customized tuning and strategic assistance at every step along the way. The Premium Success Offering is ideal for large and rapidly growing enterprises that require one-on-one guidance, have complex technical environments, and need enhanced support service at rapid response times.

With this offering, you gain exclusive access to Cloudflare's early adopter program, a designated incident response team, proactive monitoring and alerting (in beta), and many more highly customized services.

Available for purchase at +20% on top of your Cloudflare Enterprise Product subscription.



## **Success Offering Features**

Premium Offering available for annual contract value of \$750,000 and above

Onboarding         ✓         ✓           Customer Success Led Onboarding Assistance         ✓         ✓           Customer Success Led Onboarding Assistance         ✓         ✓           Designated Customer Success Manager         ✓         ✓           Guided Onboarding Experience         X         ✓           Expert Tuilang Ryerience         X         ✓           Expert Guidance: Security Configurations         X         ✓           Annual Health Check         ✓         ✓           Annual Health Check         ✓         ✓           Annual Health Check         X         ✓           Access To Tuning With Senior Technical Experts         X         ✓           Access To Tuning With Senior Technical Experts         X         ✓           Periodic Executive Business Review         X         ✓           Slack Channel with Customer Success Manager         X         ✓           Glice Hours With Product Management Team         X		Standard	Premium	
Customer Success Led Onboarding Assistance         Y         Y           Guided Onboarding Experience         %         Y           Expert Tuining Workshop         %         Y           Expert Tuining Workshop         %         Y           Expert Guidance: Security Configurations         %         Y           Expert Guidance: Security Configurations         %         Y           Optimized Experience         W         Y           Annual Health Check         \$         Y           Monthly Operational Review (email)         Y         Y           Proficie Executive Business Review         %         Y           Access To Tuning With Senior Technical Experts         %         Y           Review Of Product Beleases         %         Y           Slack Channel with Customer Success Manager         %         Y           Office Hours With Product Management Team         %         Y           Slack Channel with Customer Success Manager         %         Y           Office Hours With Product Management Team         %         Y           Expert Tuining More Management Team         %         Y           Expert Tuining Speak Peak         %         Y           Expert Tuining Speak Peak         %         Y	Onboarding			
Designated Customer Success Manager	Access To Enterprise Customer Portal	~	~	
Suited Onboarding Experience	Customer Success Led Onboarding Assistance	~	~	
Expert Tuning Workshop         X         ✓           Expert Guidance, Security Configurations         X         ✓           Expert Guidance, Performance Configurations         X         ✓           Optimized Experience           Workshop           Monthly Operational Review (email)         ✓         ✓           Periodic Executive Business Review         X         ✓           Access To Tuning With Senior Technical Experts         X         ✓           Review of Product Releases         X         ✓           Slack Channel with Customer Success Manager         X         ✓           Office Hours With Product Management Team         X         ✓           Early Adopter Program Access         X         ✓           Whothly Performance And Optimization Review         X         ✓           Product Redeases         X         ✓           Monthly Performance And Optimization Review         X         ✓           Product Releases         X         ✓           Stack Channel with Customer Success Manager         X         ✓           Carly Rodopter Program Access to Support Optimization Review         X         ✓           Product Releases         X         ✓           Product Business Review	Designated Customer Success Manager	~	~	
Expert Guidance: Security Configurations         X         ✓           Expert Guidance: Performance Configurations         X         ✓           Optimized Expertinene         X         ✓           Annual Health Check         ✓         ✓           Monthly Operational Review (email)         ✓         ✓           Periodic Executive Business Review         X         ✓           Access To Tuning With Senior Technical Experts         X         ✓           Review Of Product Releases         X         ✓           Slack Channel with Customer Success Manager         X         ✓           Office Hours With Product Management Team         X         ✓           Early Adopter Program Access         X         ✓           Monthly Performance And Optimization Review         X         ✓           Product Roadmaps Break Peek         X         ✓           Exectute Briefings         X         ✓           Exectute Briefings         X         ✓           Access To Support Community         Y         Y           Access To	Guided Onboarding Experience	×	~	
Expert Guidance: Performance Configurations	Expert Tuning Workshop	×	~	
Optimized Experience           Annual Health Check         ✓         ✓           Monthly Operational Review (email)         ✓         ✓           Periodic Executive Business Review         ✓         ✓           Access To Tuning With Senior Technical Experts         X         ✓           Access To Tuning With Senior Technical Experts         X         ✓           Review Of Product Releases         X         ✓           Slack Channel with Customer Success Manager         X         ✓           Office Hours With Product Management Team         X         ✓           Early Adopter Program Access         X         ✓           Early Adopter Program Access         X         ✓           Monthly Performance And Optimization Review         X         ✓           Product Readmaps Sneak Peek         X         ✓           Executive Briefings         X         ✓            X         ✓            X         ✓           Executive Briefings         Y         ✓           Executive Briefings         Y         ✓           Executive Briefings         Y         Y           Executive Briefings         Y         Y	Expert Guidance: Security Configurations	×	~	
Annual Health Check         ✓         ✓           Monthly Operational Review [email]         ✓         ✓           Periodic Executive Business Review         ×         ✓           Access To Tuning With Senior Technical Experts         ×         ✓           Review Of Product Releases         ×         ✓           Slack Channel with Customer Success Manager         ×         ✓           Office Hours With Product Management Team         ×         ✓           Early Adopter Program Access         ×         ✓           Monthly Performance And Optimization Review         ×         ✓           Product Roadmap Sneak Peek         ×         ✓           Executive Briefings         ×         ✓           Executive Briefings         ×         ✓           Executive Support Community         ✓         ✓           24/7 Email And Chat Support         ✓         ✓           Emergency Phone Support Channel via Slack         ×         ✓           Under Attack Support Engineer For Magic Transit         ×         ✓           Under Attack Support Engineer For Magic Transit         ×         ✓           Under Attack Support Regineer For Magic Transit         ×         ✓           Prioritized Case Handling         ×	Expert Guidance: Performance Configurations	×	~	
Monthly Operational Review (email)         ✓         ✓           Periodic Executive Business Review         ×         ✓           Access To Tuning With Senior Technical Experts         ×         ✓           Review Of Product Releases         ×         ✓           Slack Channel with Customer Success Manager         ×         ✓           Office Hours With Product Management Team         ×         ✓           Early Adopter Program Access         ×         ✓           Monthly Performance And Optimization Review         ×         ✓           Product Roadmap Sneak Peak         ×         ✓           Exectutive Briefings         ×         ✓           Technical Support         ✓         ✓           Access To Support Community         ✓         ✓           Access To Support Engineer For Magic Transit         ✓         ✓           Territ	Optimized Experience			
Periodic Executive Business Review	Annual Health Check	<b>→</b>	~	
Access To Tuning With Senior Technical Experts         X         ✓           Review Of Product Releases         X         ✓           Stack Channel with Customer Success Manager         X         ✓           Office Hours With Product Management Team         X         ✓           Early Adopter Program Access         X         ✓           Monthly Performance And Optimization Review         X         ✓           Product Roadmap Sneak Peek         X         ✓           Exectutive Briefings         X         ✓           Technical Support         X         ✓           Access To Support Community         Y         Y           24/7 Email And Chat Support         Y         Y           Emergency Phone Support Hotline         Y         Y           Echnical Support Community         Y         Y           24/7 Email And Chat Support Bigineer For Magic Transit         X         Y           Emergency Phone Support Hotline         Y         Y           Technical Support Community         X         Y           Under Attack Support Engineer For Magic Transit         X         Y           Under Attack Support Engineer For Magic Transit         X         Y           Prioritized Case Handling         X         Y <td>Monthly Operational Review [email]</td> <td>~</td> <td>~</td>	Monthly Operational Review [email]	~	~	
Review Of Product Releases	Periodic Executive Business Review	×	~	
Slack Channel with Customer Success Manager	Access To Tuning With Senior Technical Experts	×	~	
Office Hours With Product Management Team         ×         ✓           Early Adopter Program Access         ×         ✓           Monthly Performance And Optimization Review         ×         ✓           Product Roadmap Sneak Peek         ×         ✓           Exectutive Briefings         ×         ✓           Technical Support           Technical Support Community         ✓         ✓           24/7 Email And Chat Support Lottine         ✓         ✓           Emergency Phone Support Hotline         ✓         ✓           Technical Support Channel via Slack         ×         ✓           Under Attack Support Engineer For Magic Transit         ×         ✓           Under Attack Support Response For Magic Transit         ×         ✓           Under Attack Support Response Team         ×         ✓           Prioritized Case Handling         ×         ✓           Designated Incident Response Team         ×         ✓           Prioritized Case Handling         ×         ✓           Designated Incident Response Team         ×         ✓           Proactive Montoring And Alerting (Beta)         ×         ✓           Support Training On Custom Configurations         ×         ✓      <	Review Of Product Releases	×	~	
Early Adopter Program Access	Slack Channel with Customer Success Manager	×	~	
Monthly Performance And Optimization Review         ×         ✓           Product Roadmap Sneak Peek         ×         ✓           Exectutive Briefings         ×         ✓           Technical Support           Access To Support Community         ✓         ✓           24/7 Email And Chat Support         ✓         ✓           Emergency Phone Support Hotline         ✓         ✓           Technical Support Channel via Slack         ×         ✓           Under Attack Support Engineer For Magic Transit         ×         ✓           Under Attack Support Engineer For Magic Transit         ×         ✓           Prioritized Case Handling         ×         ✓           Designated Incident Response Team         ×         ✓           Proactive Monitoring And Alerting (Beta)         ×         ✓           Support Training On Custom Configurations         ×         ✓           Availability SLA Credit         10x Credit         25x Credit           Technical Support Response SLA           P1 - Urgent         <2 Hr	Office Hours With Product Management Team	×	~	
Monthly Performance And Optimization Review         X         ✓           Product Roadmap Sneak Peek         X         ✓           Executive Briefings         X         ✓           Technical Support           Access To Support Community         ✓         ✓           24/7 Email And Chat Support         ✓         ✓           Emergency Phone Support Hotline         ✓         ✓           Technical Support Channel via Slack         X         ✓           Under Attack Support Engineer For Magic Transit         X         ✓           Prioritized Case Handling         X         ✓           Designated Incident Response Team         X         ✓           Proactive Monitoring And Alerting (Beta)         X         ✓           Support Training On Custom Configurations         X         ✓           Availability SLA Credit         10x Credit         25x Credit           Technical Support Response SLA         ✓         ✓           P1 - Urgent         <2 Hr	_	×	~	
Product Roadmap Sneak Peek         X         ✓           Exectutive Briefings         X         ✓           Technical Support           Access To Support Community         ✓         ✓           24/7 Email And Chat Support         ✓         ✓           Emergency Phone Support Hottline         ✓         ✓           Technical Support Channel via Slack         X         ✓           Under Attack Support Engineer For Magic Transit         X         ✓           Prioritized Case Handling         X         ✓           Designated Incident Response Team         X         ✓           Proactive Monitoring And Alerting (Beta)         X         ✓           Support Training On Custom Configurations         X         ✓           Availability SLA Credit         10x Credit         25x Credit           Technical Support Response SLA         ✓         ✓           P1 - Urgent         <2 Hr		×	~	
Exectutive Briefings  Technical Support Technical Support Community  2d/7 Email And Chat Support  2d/7 Email And Chat Support  Emergency Phone Support Hotline  2d/7 Email And Chat Support  Emergency Phone Support Hotline  3	·	×	~	
Technical Support Community  Access To Support Community  24/7 Email And Chat Support Hotline Emergency Phone Support Hotline Femergency Phone Support Hotline  7 Centhical Support Engineer For Magic Transit 7 Centhical Support Engineer For Magic Transit 7 Centhical Support Engineer For Magic Transit 8 Case Handling 8 Case Handling 8 Case Handling 9 Case Handling 1 Case Handling 2 Case Handling 2 Case Handling 3 Case Handling 4 Case Handling 5 Case Handling 6 Case Handling 6 Case Handling 6 Case Handling 6 Case Handling 7 Case Handling Handling 8 Case Case Handling 8 Case Handling 8 Case Case Handling 8 Case Optimization Workshops 8 Case Optimization Workshops 8 Case Apoltimization Workshops 9 Case Apoltimization Handling Handlin	·	×	~	
24/7 Email And Chat Support Emergency Phone Support Hotline Technical Support Channel via Slack Under Attack Support Engineer For Magic Transit X Under Attack Support Engineer For Magic Transit X Under Attack Support Engineer For Magic Transit X V Under Attack Support Engineer For Magic Transit X V Under Attack Support Engineer For Magic Transit X V Under Attack Support Engineer For Magic Transit X V Under Attack Support Engineer For Magic Transit X V Under Attack Support Engineer For Magic Transit X V Under Attack Support Engineer For Magic Transit X V Under And Alerting (Beta) X V V Use Case Optimization Workshops X V V V Use Case Optimization Workshops X V V V Health Check Analytics Insights V V V V V V V V V V V V V V V V V V V	_	-	1	
24/7 Email And Chat Support Emergency Phone Support Hotline Technical Support Channel via Slack Under Attack Support Engineer For Magic Transit X Under Attack Support Engineer For Magic Transit X Under Attack Support Engineer For Magic Transit X V Under Attack Support Engineer For Magic Transit X V Under Attack Support Engineer For Magic Transit X V Under Attack Support Engineer For Magic Transit X V Under Attack Support Engineer For Magic Transit X V Under Attack Support Engineer For Magic Transit X V Under Attack Support Engineer For Magic Transit X V Under And Alerting (Beta) X V V Use Case Optimization Workshops X V V V Use Case Optimization Workshops X V V V Health Check Analytics Insights V V V V V V V V V V V V V V V V V V V	Access To Support Community	<b>~</b>	~	
Technical Support Channel via Slack Under Attack Support Engineer For Magic Transit V Prioritized Case Handling Support Engineer For Magic Transit V Designated Incident Response Team V Proactive Monitoring And Alerting (Beta) Support Training On Custom Configurations Availability SLA Credit Technical Support Response SLA V P1 - Urgent V P2 - High V P3 - Normal V P4 - Low V P4 - Low V P4 - Low V Access To Online Documentation Access To Online Training Workshops V Support Training Workshops V Customized Training Workshops V Reporting Reporting Cache Analytics Insights V V Cache Analytics Insights V V Cache Analytics Insights V Cache Ana		<b>~</b>	~	
Technical Support Channel via Slack Under Attack Support Engineer For Magic Transit V Prioritized Case Handling Support Engineer For Magic Transit V Designated Incident Response Team V Proactive Monitoring And Alerting (Beta) Support Training On Custom Configurations Availability SLA Credit Technical Support Response SLA V P1 - Urgent V P2 - High V P3 - Normal V P4 - Low V P4 - Low V P4 - Low V Access To Online Documentation Access To Online Training Workshops V Support Training Workshops V Customized Training Workshops V Reporting Reporting Cache Analytics Insights V V Cache Analytics Insights V V Cache Analytics Insights V Cache Ana	Emergency Phone Support Hotline	~	~	
Under Attack Support Engineer For Magic Transit  Prioritized Case Handling  X  Proactive Monitoring And Alerting (Beta)  Support Training On Custom Configurations  Availability SLA Credit  Technical Support Response SLA  P1 - Urgent  P2 - High  P3 - Normal  P4 - Low  P4 - Low  Access To Online Documentation  Access To Online Documentation  Access To Online Documentation  Use Case Optimization Workshops  Customized Training Workshops  Reporting  Cache Analytics Insights  A Command		×	~	
Designated Incident Response Team  Proactive Monitoring And Alerting (Beta)  Support Training On Custom Configurations  Availability SLA Credit  Technical Support Response SLA  P1 - Urgent P2 - High P3 - Normal P4 - Low P4 - Low P4 - Low P4 - Low P4 - ST Online Documentation Access To Online Documentation Access To Online Training Workshops Use Case Optimization Workshops Customized Training Workshops  Reporting Cache Analytics Insights  P - Cache Analytics Insights P - Cache		×	~	
Proactive Monitoring And Alerting (Beta)  Support Training On Custom Configurations  Availability SLA Credit  Technical Support Response SLA  P1 - Urgent P2 - High P3 - Normal P4 - Low P4 - Low P4 - Low P5 - Online Documentation Access To Online Documentation Vacces To Online Training Workshops Vacces To Online Training Workshops Vacces To Online Training Workshops Vacces Optimization Workshops Vacces To Online Training Workshops Vacces To Online Training Workshops Vacces Optimization Workshops Vacces Optimizat	Prioritized Case Handling	×	~	
Support Training On Custom Configurations Availability SLA Credit  Technical Support Response SLA  P1 - Urgent P2 - High P3 - Normal P4 - Low P4 - Low P4 - Low P5 - Online Documentation Access To Online Training Workshops Use Case Optimization Workshops Customized Training Workshops  Cache Analytics Insights Health Check Analytics Insights   **  **  **  **  **  **  **  **  **	Designated Incident Response Team	×	~	
Availability SLA Credit  Technical Support Response SLA  P1 - Urgent P2 - High P3 - Normal P4 - Low P4 - Low P4 - Low P5 - Online Documentation Access To Online Training Workshops Use Case Optimization Workshops Workshops Customized Training Workshops Reporting  Cache Analytics Insights Health Check Analytics Insights  10x Credit P5 - Stx Credit P5 - Cedit P6 - Cedit P5 - Cedit P6 -	Proactive Monitoring And Alerting (Beta)	×	~	
Availability SLA Credit  Technical Support Response SLA  P1 - Urgent P2 - High P3 - Normal P4 - Low P4 - Low P4 - Low P5 - Online Documentation Access To Online Training Workshops Use Case Optimization Workshops Vacase Optimization Workshops Reporting Cache Analytics Insights Health Check Analytics Insights	Support Training On Custom Configurations	×	~	
P1 - Urgent       <2 Hr		10x Credit	25x Credit	
P2 - High       <4 Hr	Technical Support Response SLA			
P3 - Normal       <48 Hr	P1 - Urgent	<2 Hr	<1 Hr	
P4 - Low <a href="#">&lt;48 Hr</a> <a href="#">&lt;24 Hr</a> Training/Education  Access To Online Documentation  Access To Online Training Workshops  Access To Online Training Workshops  Use Case Optimization Workshops  X  Customized Training Workshops  X  Customized Training Workshops  Access To Online Training Workshops  X  Customized Training Wor	P2 - High	<4 Hr	<2 Hr	
Training/Education  Access To Online Documentation  Access To Online Training Workshops  Use Case Optimization Workshops  Customized Training Workshops  X  Customized Training Workshops  X  Reporting  Cache Analytics Insights  Health Check Analytics Insights  X  X  X  X  X  X  X  X  X  X  X  X  X	P3 - Normal	<48 Hr	<24 Hr	
Access To Online Documentation  Access To Online Training Workshops  Use Case Optimization Workshops  Customized Training Workshops  **  **  **  **  **  **  **  **  **	P4 - Low	<48 Hr	<24 Hr	
Access To Online Training Workshops Use Case Optimization Workshops X Customized Training Workshops X Customized Training Workshops X Reporting Cache Analytics Insights Y Health Check Analytics Insights Y V	Training/Education	·		
Use Case Optimization Workshops  Customized Training Workshops  *  *  *  *  *  *  *  *  *  *  *  *  *	Access To Online Documentation	<b>→</b>	~	
Customized Training Workshops   Reporting  Cache Analytics Insights  Health Check Analytics Insights  X   X	Access To Online Training Workshops	<b>~</b>	~	
Customized Training Workshops × ✓  Reporting  Cache Analytics Insights ✓ ✓  Health Check Analytics Insights ✓ ✓		×	~	
Reporting       Cache Analytics Insights     ✓     ✓       Health Check Analytics Insights     ✓     ✓	·	×	~	
Health Check Analytics Insights	Reporting			
Health Check Analytics Insights		~	<b>✓</b>	
		~	~	
		×	~	

**Getting started:** Contact your Cloudflare Account Executive today to get started.