

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?

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 between \$100,000 - \$749,000.

| | Standard | Premium |
|---|-------------------|-------------------|
| Onboarding | | |
| Access To Enterprise Customer Portal | ✓ | ✓ |
| Customer Success Led Onboarding Assistance | ✓ | ✓ |
| Designated Customer Success Manager | ✓ | ✓ |
| Guided Onboarding Experience | × | ✓ |
| Expert Tuning Workshop | × | ✓ |
| Optimized Experience | | |
| Annual Health Check | ✓ | ✓ |
| Monthly Operational Review [email] | ✓ | ✓ |
| Periodic Executive Business Review | × | ✓ |
| Access To Tuning With Senior Technical Experts | × | ✓ |
| Review Of Product Releases | × | ✓ |
| Office Hours With Product Management Team | × | ✓ |
| Early Adopter Program Access | × | ✓ |
| Technical Support | | |
| Access To Support Community | ✓ | ✓ |
| 24/7 Email And Chat Support | ✓ | ✓ |
| Emergency Phone Support Hotline | ✓ | ✓ |
| Under Attack Support Engineer For Magic Transit | × | ✓ |
| Prioritized Case Handling | × | ✓ |
| Availability SLA Credit | 10x Credit | 25x Credit |
| Technical Support Response SLA | | |
| P1 - Urgent | <2 Hr | <1 Hr |
| P2 - High | <4 Hr | <2 Hr |
| P3 - Normal | <48 Hr | <24 Hr |
| P4 - Low | <48 Hr | <24 Hr |
| Training/Education | | |
| Access To Online Documentation | ✓ | ✓ |
| Access To Online Training Workshops | ✓ | ✓ |
| Use Case Optimization Workshops | × | ✓ |
| Customized Training Workshops | × | ✓ |
| Reporting | | |
| Cache Analytics Insights | ✓ | ✓ |
| Health Check Analytics Insights | ✓ | ✓ |
| Customized Usage And Value Reporting | × | ✓ |

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