

Enterprise Support for Google Cloud Platform

Enterprise Support for Google Cloud Platform (GCP) is designed for customers who run high volume production services. Customers benefit from having the highest level service level objectives (SLO) and proactive guidance from Technical Account Management (TAM) to ensure long-term success. Through regular meetings and quarterly reviews, Technical Account Managers will identify and monitor key success metrics to help customers get the most out of their GCP investment.

Key Features

Enterprise Support SLOs

- 15 minute target initial response time for critical issues
- 24x7 support for both critical and high-impact issues
- Phone support
- Unlimited individual access to Support in Cloud Console
- Pricing is a minimum \$15,000/month*
- Usage-based pricing* is:
 - 9% of product usage fees between \$0 - \$150K
 - + 7% of product usage fees between \$150K - \$400K
 - + 5% of product usage fees between \$400K - \$1,000K
 - + 3% of product usage fees of \$1,000K and over

*US pricing shown

Technical Account Management

See the Technical Account Management data sheet at:

https://services.google.com/fh/files/misc/technical_account_management.pdf

Scope and Pricing

- Minimum 12-month engagement
- Non-cancellable fees
- One TAM unit is included in purchase of Enterprise Support
- One TAM unit provides on average one business day's worth of effort per week
- Additional TAM units are available for purchase

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