

COMPLIMENTARY SUPPORT

# Hear from a Human

## Responsive Support without the Extra Fees

Every Lunavi customer receives 24/7/365 support free of charge with a 15 minute Hear from a Human response time. Other cloud providers charge hundreds or thousands per month for these support levels.

Sometimes you need some help in the cloud, and we're ready whenever that time comes. Every cloud customer can take advantage of 24/7 assistance and a 15 minute Hear from a Human response time SLA.

What does Hear from a Human Mean? You can say goodbye to long periods spent waiting for a response to your e-mail or ticket. The Global Service Center will help pinpoint your problems and fix any potential underlying infrastructure issues.

Customers that purchase additional software licensing or hardware from Lunavi, including firewalls, operating systems, database applications, and more, can also take advantage of additional support for their product including problem resolution.

## Complimentary support covers:

- Troubleshooting for virtual data centers, virtual machines, and support firewalls
- Configuration and setup of virtual data centers



*It was the personal touch in working with Lunavi that was the biggest driver.*

—ASSOCIATIONVOICE

### ADDITIONAL FEES FOR A MANAGED SERVICE CONTRACT MAY BE REQUIRED FOR:

- Problem resolution for virtual machines
- Virtual machine set up and configuration
- Physical server installation, set up, or configuration for hybrid cloud deployments
- Third party firewall or load balancer troubleshooting, configuration, or setup