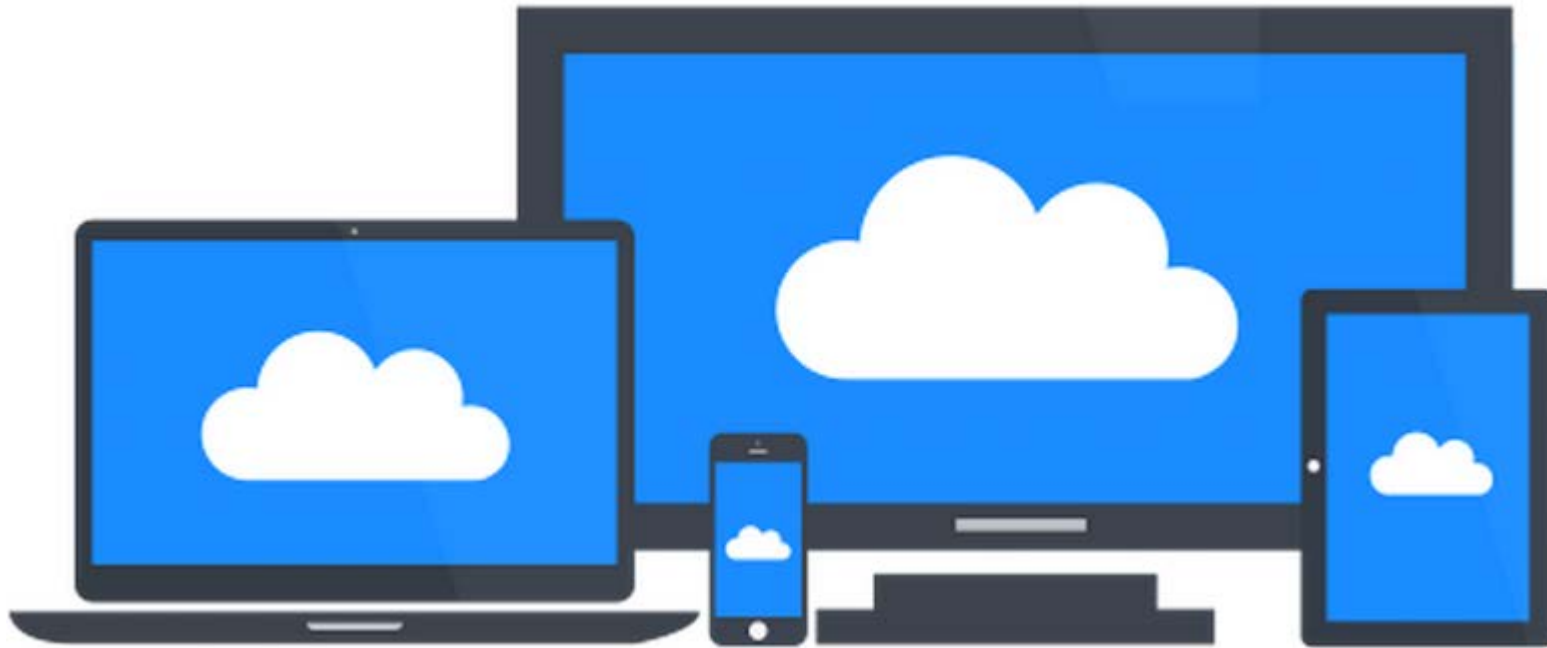


Verizon Cloud Service Tiers





[Verizon Cloud Service Tiers](#)

FLEXIBLE SERVICES FOR ANY WORKLOAD

Verizon Cloud services provide flexible support suited to specific business needs and workload requirements — regardless of the infrastructure, where it is deployed or where you are in cloud adoption. Choose your Cloud Service Tier with common feature sets and easy-to-understand pricing.



[Verizon Cloud Service Tiers](#)

BASE SERVICE

For customers accustomed to managing all aspects of their cloud space, our Base Service is recommended as a “DIY” approach. Base Service puts you in the driver’s seat, providing you with the fundamental management and configuration tools needed for success. With this service tier, you have access to a wealth of information through our community forums and online chat assistance. The underlying cloud infrastructure, configuration tools and unified customer interface are managed by Verizon. Additionally, features and tools such as snapshots, backups, self-service monitoring and advanced performance aspects can be unlocked for incremental monthly fees.



Verizon Cloud Service Tiers

GUIDED SERVICE

For deployments where “DIY” is still the preferred approach, but additional performance capabilities or phone support is required, Guided Service is recommended. Guided Service provides you with additional support expertise and designated response time commitments beyond what is included in the Base Service. With 24x7 phone access to our Global Support Operations Service Center, you receive live access to skilled technical support personnel for greater insight and advice on running workloads in the Verizon Cloud infrastructure.



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MANAGED HOSTING ADDITIONAL SUPPORT

We are currently evolving our Cloud services to offer Standard and Premium levels of support for applications of any type. The Managed Hosting services tiers will allow you to shift the provisioning and management of your cloud environment to Verizon Service management experts. Premium Support for Managed Hosting will be available in early 2015.