



## CUSTOMER SUCCESS OFFERING

		Premium	Advanced	Standard	Basic
Support	Support Hours	24x7x365	24x7x365	24x7x365	Mon-Fri, 9am-5pm*
	Email Support	Yes	Yes	Yes	Yes
	Phone Support	Yes	Yes	Yes	No
Onboarding	Migration Support & Assistance	Yes	Yes	Yes	No
	White Glove Onboarding	Yes	No	No	No
	Chat Based Migration Support	Yes	No	No	No
Services	Customer Success Manager	Yes	Yes	Yes	No
	Shared Slack Channel	Yes	Yes	No	No
	Business Reviews	Up to 4/year	Up to 2/year	Up to 1/year	No
	Query Growth Reports	Yes	Yes	Yes	No
	Dead Record Reports	Yes	Yes	No	No

\*Client's local time zone

### Support

NS1 has a team of DNS experts stationed around the globe who are eager to help resolve any issues you might have. We're not only experts in DNS, we're also power users of the NS1 platform (UI, API, SDKs etc.), so we'll be able to swiftly troubleshoot the problem and get you back on your way. We do not use call centers, so there will always be an actual human who lives and breathes DNS ready to assist. Contact us by email at [support@ns1.com](mailto:support@ns1.com) or, if your plan includes phone support, call us at the number listed in the footer of the my.nsonone.net web portal.

### Onboarding

We've partnered with hundreds of customers on successful migrations and have also built out a suite of "white glove" onboarding services tailored to the enterprise. While NS1's portal and API make it easy to import standard zone files, our team can help improve efficiency by assisting with large zone imports and automating repetitive processes. Our team of experts is also eager to help you build and test custom Filter Chains that address more complex and dynamic traffic routing use cases.



We've also developed a comprehensive set of consistency checks to validate that your DNS records have been imported properly and identify any instances where records respond differently when compared to your existing provider. When all consistency checks have passed and you're ready to execute the migration, we'll work closely with your team to monitor the flow of traffic to NS1.

## Services

Your Customer Success Manager (CSM) will help you get the most out of NS1's powerful platform, proactively identifying opportunities to optimize your setup and keeping you informed of product enhancements that align with your strategic initiatives. Your CSM will lead a kick-off meeting to initiate the onboarding process and work with you to develop a custom migration plan with clearly established timelines and action items for both teams. Your CSM will also check in each week to provide a status update and align on upcoming action items.

After your migration is completed, your CSM will meet with you to discuss goals for the coming year and set a course for how NS1 can help achieve these objectives. We'll reconvene to check our progress and then meet back up again at year's end to measure success and establish new objectives for the future. Once we have a clear understanding of your objectives, your CSM will start working to identify areas for improvement in your DNS configuration and partner with your team to implement enhancements. We work closely with NS1's Product and Engineering teams and have a deep understanding of which products/features will help you achieve your goals.

The Customer Success team can generate growth reports to provide deeper insights into what is driving any significant query increases on your account. Growth reports can help identify sources of organic growth and records that can be built more efficiently. We can also determine if any records in your account have not received queries over the past 30 days. These data can then be used to purge the "dead" records from your account to reduce clutter.

“NS1 rocks! The NS1 platform is solid and their customer service is second to none. They went above and beyond to ensure that our migration was smooth and effortless.”

Chris Gama, Senior Network Engineer  
Toyota Financial Services