CacheFly Support Options

CacheFly is dedicated to helping you and your business thrive. We offer different support plans to accommodate the various needs of our customers.

Please choose the plan that is most beneficial to you. Switching plans as your needs change is also easy to do, the CacheFly team is nimble and flexible and here to help.

Best For	Silver $995	Gold $2,495	Platinum $5,995
	Developers/small teams and companies with non-production traffic.	Companies running production traffic on CacheFly.	Organizations with time-sensitive or mission-critical global traffic.
Availability and Escalation			
Online Self-Service Help	Unlimited access	Unlimited access	Unlimited access
Accessing Support	Via tickets	Via tickets	24/7 enterprise priority support via email, private Slack channel and video conference
War Room/Event Coordination	❌	❌	Available on demand ($$)
Availability for General Inquiries	Business hours, M-F	Business hours, M-F	Business hours, M-F
Availability for Incident Inquiries	Business hours, including weekends & holidays	24x7	24x7
Initial Response Times			
Severity 0 Incidents	Same day	Two hours	Thirty minutes
Sverity 1 Incidents	Same day	Same day	Two hours
All Other Incidents	Next business day	Next business day	Same business day
Escalation Protocol			
1st Escalation	❌	❌	On-duty Engineer
2nd Escalation	❌	❌	VP of Engineering
3rd Escalation	❌	❌	CTO
Quarterly white glove technical configuration review	❌	❌	✅
Custom feature development	❌	❌	Available on demand ($$)

If you have any questions, please contact your account representative.