Case Management

Contents

Welcome to Case Management

> ⓘ **Note:** Try out our new, enhanced Case Management experience. See the *Case Management documentation* to learn more about it. Case Management to which this guide refers to will soon be retired.

Akamai Support is committed to providing you the best possible service and support for your Akamai applications.

You have access to the following resources to aid you in learning how best to use your Akamai services and get the right kind of support when you need it:

Search the knowledge base

In the top banner of Control Center, select KB from the drop-down menu and enter your search text in the Search field to find relevant knowledge base articles. You can also expand your search to include documentation and more.

Documentation, online training, Akamai University

Online training provides valuable introductory tutorials on using Control Center

Akamai University provides instructor-led training and on-site training services.

The most complete Akamai information base is the documentation library. The documentation pages provide you with links to detailed documents on integrating products, developing applications, using services and modules, configuring your sites or services and managing your content.

It is a good idea to browse the documentation links to learn about the available information resources.

Use support tools

Support tools include **diagnostic utilities** that provide a constellation of functions that allow you to check connectivity, verify Akamai IPs, get domain information, look up IP geographic locations, and perform other diagnostics.

Access services

Click a link to access your compliance management or audit trail service.

View recent invoices

Click an invoice link to view the invoice.

Access Case Management

You can access Case Management in Control Center after logging in with your user name and password.

How to

Go to ▤ > **SUPPORT** > **Support cases**.

Contacting Akamai

For more information on contacting Akamai see the following sections.

About our service and support

The best way to contact us for service or support is to *open a case*. This helps us collect the necessary information to route your request to the appropriate team and resolve it more quickly.

Phone support and email support are available for Akamai customers and partners who have the appropriate support package. All customers should of course feel free to contact your account team at any time. If you contract your Akamai service through a partner or reseller and you don't have a support package, that company provides your primary support.

All Control Center users see appropriate contact numbers on the Support home page.

Types of support

- Technical support is available 24 hours a day, 7 days a week. Response time depends on the nature and severity of the problem and on the terms of your service agreement or contract.

- Business support—questions about billing, contracts, new or modified service—is available on business days, generally Monday through Friday. Please see *Severity levels for business or billing cases* on page 6 for more information.

- Professional Services are available if your contract provides for use of these billable consulting services.

Feel free to contact your Akamai account team whenever you need to.

Opening cases

If you have a Support, Priority, or Premium Support Package, you can open a case to get support on technical issues you haven't otherwise been able to resolve; business requests about billing or services; request information; or, if your contract provides, you can open a Professional Services case (billable consulting services).

More information on opening and managing cases.

Contacting us through phone or email

We recommend calling Akamai by phone only for urgent issues or emergencies. As noted, technical support is available 24 x 7.

Emails are considered non-urgent and should not be used for urgent issues.

Of course, you can contact your account team directly whenever you need to.

Working with cases

If you have a Support, Priority, or Premium Support Package with Akamai, you can open cases to resolve questions or issues with your Akamai applications or services.

When the case is created, you will receive an automated confirmation email that the case is in our queues. After assignment, the case owner will contact you via phone or email to update you on the status. At any time, you can track the progress of your case and add updates.

For more information on working with cases, see the following sections.

Types of cases

- **Report a Technical Issue**. Get Akamai support on technical issues you haven't been able to resolve through the tools or other resources.

- **Get Business Support**. Make a business request to extend or modify your Akamai services, to raise questions with regard to your configuration deployment, or other account requests.

- **Get Billing Support**

Report a technical issue

To open a case, click **Technical Support Issue**, **Business Support Issue or Question**, or **Billing Support Issue or Question**.

The drop-down menu choices guide you through the process. You can view more detailed information on severity levels and SLAs for specific case types in this help file.

If you are a direct customer, you can open cases on behalf of indirect customers, and allow them to view cases in their accounts.

If you prefer that indirect customers do not see open cases, you must

- Open the case at the top level

- Choose the indirect customer

The indirect customer will not see open cases.

View cases

Go to the Support main page and click **View my Cases** under your list of cases.

When you view cases, you can use the drop-down filter to limit the display to closed or open cases, your cases or your company's cases.

You can view an individual case by clicking it in the case list.

Add notes or upload files for cases

After you have created case and can view it in the case list, click the case listing to open it and review its history. You can add notes or upload files by using the links provided.

Service level agreement for initial response

The initial response is the first communication from Akamai personnel to customer by phone or email.

ⓘ **Note:** The terms of your service agreement or contract supersede any information in this guide.

Support type	1 - Major impact	2 - Moderate impact	3 - Low impact
Premium 3.0	< 15 minutes[1]	< 1 hour	< 1 business day
Premium & Premium 2.0[2]	< 30 minutes[1]	< 1 hour	< 1 business day
Advanced	< 30 minutes (reported through Akamai Technical Support)	< 2 hours	< 1 business day
Named Enhanced Support	< 30 minutes[1]	< 2 hours	< 1 business day
Plus	< 1 hour (reported through Akamai Technical Support)	< 2 hours	< 1 business day
Priority with Enhanced SLA	< 30 minutes	< 2 hours	< 1 business day
Priority	< 1 hour	< 2 hours	< 1 business day
Standard with Enhanced SLA[2]	< 30 minutes[1]	< 2 hours	< 1 business day
Standard[2]	< 2 hours	< 4 hours	< 2 business days

Severity levels for technical cases

Severity Level	Definition	Recommended Escalation Method	Standard Response Time
1-Major Impact	Akamai system or major application is down or seriously impacted and there is no reasonable	Open a case on Control Center, or optionally call 1-877-4-AKATEC (+1 877-425-2832).	Under 2 hours

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[1] Request must be opened via phone.

[2] All Support Requests reported via e-mail will be considered as Severity 3.

Severity Level	Definition	Recommended Escalation Method	Standard Response Time
	workaround currently available.		
2-Moderate Impact	Akamai system or application is partially or moderately impacted, or a single incidence of failure is reported. There is no workaround or the workaround is cumbersome to implement.	Open a case on Control Center, or optionally call 1-877-4-AKATEC (+1 877-425-2832).	Under 4 hours
3-Low Impact	Routine maintenance, configuration change requests, questions about your account or contract, help managing your services online, information requests, and general feedback.	Open a case on Control Center.	Under 2 business days

Severity levels for business or billing cases

Severity Level	Definition	Recommended Escalation Method	Standard Response Time
1-Major Impact*	Akamai system or major application is down or seriously impacted and there is no reasonable workaround currently available.	Open a case on Control Center, or optionally call 1-877-4-AKATEC (+1 877-425-2832).	Under 2 hours
2-Moderate Impact	Akamai system or application is partially or moderately impacted, or a single incidence of failure is reported. There is no workaround or the workaround is	Open a case on Control Center, or optionally call 1-877-4-AKATEC (+1 877-425-2832).	Under 4 hours

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* Note that the default severity level for a business or billing case is severity 3, low impact. If you need to open a severity 1 business or billing case, or escalate an existing case to severity 1, you must call support directly at the number below. Note that the terms of your service agreement or contract supersede any information in this help file.

Severity Level	Definition	Recommended Escalation Method	Standard Response Time
	cumbersome to implement.		
3-Low Impact	Routine maintenance, configuration change requests, questions about your account or contract, help managing your services online, information requests, and general feedback.	Open a case on Control Center.	Under 2 business days

Severity levels for managed security cases

Severity Level	Definition	Recommended Escalation Method	Standard Response Time
1-Major Impact*	Akamai system or major application is down or seriously impacted and there is no reasonable workaround currently available.	Open a case on Control Center, or optionally call 1-877-4-AKATEC (+1 877-425-2832).	Under 2 hours
2-Moderate Impact	Akamai system or application is partially or moderately impacted, or a single incidence of failure is reported. There is no workaround or the workaround is cumbersome to implement.	Open a case on Control Center, or optionally call 1-877-4-AKATEC (+1 877-425-2832).	Under 4 hours
3-Low Impact	Routine maintenance, configuration change requests, questions about your account or contract, help managing your services online,	Open a case on Control Center.	Under 2 business days

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* Note that the default severity level for a case is severity 2, moderate impact. If you need to open a severity 1 Managed Security case, or escalate an existing case to severity 1, you must call support directly at the number below. Note that the terms of your service agreement or contract supersede any information in this help file.

Severity Level	Definition	Recommended Escalation Method	Standard Response Time
	information requests, and general feedback.		

Severity levels for emerging cases

The following severity levels apply to technical support cases opened for Emerging Products. Note that the terms of your service agreement or contract supersede any information in this help file.

Severity Level	Definition	Recommended Escalation Method
1 - Critical Impact	An existing network or environment is down or there is a critical impact to an End User's business operation. There is no reasonable workaround currently available.	Open a case on Control Center or by sending an email to epe-support@akamai.com , or call +1-855-625-2624 (1-855-6-AKAMAI) or +1-617-444-4605 24x7 for a critical issue.
2 - Major Impact	Operation of customer's existing network or environment is severely degraded or significant aspects of End User's business operation are negatively impacted by unacceptable network or environment performance.	Open a case on Control Center or by sending an email to epe-support@akamai.com.
3 - Moderate Impact	Operational performance of End User's network or environment is impaired, although most business operations remain functional.	Open a case on Control Center or by sending an email to epe-support@akamai.com.
4 - Low Impact	Partner or an End User requires information or assistance on Software capabilities, installation, or configuration.	Open a case on Control Center or by sending an email to epe-support@akamai.com.

Severity levels for Aura cases

The following severity levels apply to technical cases opened for issues with the Aura product set. Note that the terms of your service agreement or contract supersede any information in this help file.

Severity Level	Definition	Standard Response Time
1-Major Impact	Critical Service Impact - Catastrophic impact to business operations. The Aura CDN solution is significantly impaired and unavailable to multiple user	Initial Contact: < 30 minutes

Severity Level	Definition	Standard Response Time
	locations. Example of Severity 1 issues include: • Aura CDN solution is down causing end-users to experience a total loss of service. • Continuous or frequent instabilities affecting traffic-handling on a significant portion of the network/system. • Creation or existence of a safety hazard	
2-Moderate Impact	Major Service Impact - Significant impact to business operations. There is a repeatable inability to use the applicable Aura CDN solution from a single location or region. Example of Severity 2 issues include: • Network or system event causing intermittent impact to end-users. • Loss of redundancy • Loss of routine administrative or diagnostic capability	Initial Contact: < 2 hours
3-Low Impact	Minor Service Impact – Limited or no impact to business operations. Non-urgent matter or information request. Example of Severity 3 issues include: • Issues seen in a test or pre-production environment that would normally cause adverse impact to a production network. • Information requests	Initial Contact: < 1 business day

Severity Level	Definition	Standard Response Time
	• Clarification of documentation	

Notice

Akamai secures and delivers digital experiences for the world's largest companies. Akamai's Intelligent Edge Platform surrounds everything, from the enterprise to the cloud, so customers and their businesses can be fast, smart, and secure. Top brands globally rely on Akamai to help them realize competitive advantage through agile solutions that extend the power of their multi-cloud architectures. Akamai keeps decisions, apps, and experiences closer to users than anyone — and attacks and threats far away. Akamai's portfolio of edge security, web and mobile performance, enterprise access, and video delivery solutions is supported by unmatched customer service, analytics, and 24/7/365 monitoring. To learn why the world's top brands trust Akamai, visit *www.akamai.com*, *blogs.akamai.com*, or *@Akamai* on Twitter. You can find our global contact information at *www.akamai.com/locations*.

Akamai is headquartered in Cambridge, Massachusetts in the United States with operations in more than 57 offices around the world. Our services and renowned customer care are designed to enable businesses to provide an unparalleled Internet experience for their customers worldwide. Addresses, phone numbers, and contact information for all locations are listed on *www.akamai.com/locations*.

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