

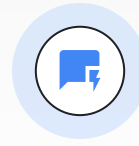
# Google Cloud Premium Support

Intelligent cloud support tailored to your business

## Why Premium Support?

Optimize your urgent business processes securely with Premium Support for Google Cloud. Premium Support delivers a 15-minute initial response time for your high-impact cases, as well as 24/7 access to Google technical experts across multi-channels and multi-languages to ensure you receive the needed support. Premium Support also includes access to a named Technical Account Manager (TAM) who oversees, coordinates, and guides your cloud journey by tailoring cloud support to your specific business objectives.

Premium Support delivers proactive system optimization, strengthened business continuity, and technical expertise to deliver effective and efficient operations in the cloud. You also gain the option to purchase Value-Add Services including Assured Support (available in US, EU, CAN, IL and AUS), TAM Services, Mission Critical Services to tailor cloud support capabilities to meet your business imperatives and Media CDN that provides an elevated level of technical support during specific content delivery events, such as live and VOD streaming events.



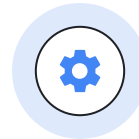
### Rapid response times

Get technical expertise as quickly as possible to minimize unplanned downtime and boost continuity and productivity



### Fully tailored guidance

Operate efficiently with tailored capabilities, including Customer Aware Support, to gain streamlined access and guidance for your cases



### Proactive system optimization

Issue prevention is possible with proactive Operational Health Reviews

## Support designed to optimize your critical business processes

Premium Support for Google Cloud delivers the technical guidance, hands-on assistance, and comprehensive support you need to successfully manage your business-urgent workloads while extracting the full benefits of the cloud. When failure isn't an option, Premium Support enables strengthened business continuity, ensures proactive system optimization, and delivers the deep technical expertise desired to reduce your concerns about any cloud unknowns.

To learn more about how Premium Support can meet the needs of your business, talk to your Google Cloud sales representative or visit <https://cloud.google.com/support>.