

Akamai Contact & Engagement Sheet

Fisher Investments - 2018

YOUR AKAMAI ACCOUNT TEAM

Role	Department	Contact	E-Mail & Phone
Account Executive	Sales	Jaykumar Menon	jmenon@akamai.com 617-475-5785
Technical Account Manager	Presales	Karthik Mohan	kamohan@akamai.com 857-706-8993
Manager - TAM	Presales	Smita Satyavada	psatyava@akamai.com 617-714-6439
Senior Manager - Sales	Sales Management	Neeraj Shukla	neshukla@akamai.com 617-274-6896
AVP Sales	Sales Management	Randall Palm	rpalm@akamai.com 617-444-3935

ENGAGING AKAMAI TECHNICAL SUPPORT

Akamai's Technical Support environment delivers expert support in 'break/fix' situations in a global follow-the-sun model. When engaging with Technical Support, we strongly advise that you follow our engagement recommendations to ensure that your issue is managed as effectively and efficiently as possible.

When to Contact Technical Support	Severity Levels	How to Contact Tech Support & Best Practices
Major impact to your website e.g.: Denial of Service, Site Outage, Stream Unreachable	Severity 1: Critical	Open a Severity 1 Support Case via https://control.akamai.com first, then dial: 1.877.4-AKATEC(425.2832)
Intermittent or partial site impact	Severity 2 : Major	Open a P2 Support Case via https://control.akamai.com
Troubleshooting Queries	Severity 3: Low	Open a P3 support case via https://control.akamai.com or E-mail: support@akamai.com *

*Cases opened via emailing support@akamai.com are automatically ranked at Severity 3, which is why this path is not recommended for more urgent scenarios.

SUPPORT ESCALATION

After the creation of a Technical Support case, in the event that you wish to escalate for urgent issues, at any time you may call the Akamai Technical Support line **1.877.4-AKATEC(425.2832)** and request for a Duty Manager.