

Enhanced Service Options

Premium and Enterprise Add-On Plans

We built SparkPost to support the biggest email senders in the world. Every SparkPost customer benefits from the ultra-scalable performance and reliability and responsive support that are core features of our cloud email delivery service.

But when email is complex and mission-critical to your enterprise, you need a team that will stand with you every step of the way. That's why SparkPost has enhanced support options for every business' unique needs.

Premium

Get full-service Technical Account Management with proactive reporting, planning, and reviews.

- ✓ Includes all standard SparkPost features
- ✓ Dedicated Technical Account Manager (TAM)
- ✓ Global ISP relations and mediation
- ✓ Deliverability data analysis and guidance with 250ok

Enterprise

Enterprise-grade financial guarantees with 99.9% uptime SLA and guaranteed burst rates.

- ✓ Includes all standard SparkPost and Premium features
- ✓ Comprehensive uptime SLAs with service credits
- ✓ The industry's only burst-rate guarantee
- ✓ Support for iOS Universal Links and Android App Links

DEDICATED TECHNICAL AND DELIVERABILITY ACCOUNT MANAGEMENT

Our expert Technical Account Managers deliver full-service support on a first name basis. TAMs are a key resource for customers of SparkPost's Premium and Enterprise add-on plans—and they're backed by a team dedicated to ensuring your success.

- Named and dedicated Technical Account Manager (TAM).
- Your TAM will lead you through onboarding, email program strategy and deliverability best practices, technical implementation, and troubleshooting.
- Make the most of the insight that comes with proactive deliverability reporting and rest easy knowing that our team is there to help you navigate global ISP relations.

“SparkPost’s weekly deliverability reports really help us stay on top of the health of our sending infrastructure. With their advice, we can find and solve problems before they become widespread and hard to mitigate. The proactive support we get from the team and their around-the-clock availability are second to none.”

PENNY-MERELLE GRAY
DELIVERY CUSTOMER SUPPORT,
INTERCOM

ENTERPRISE-GRADE SERVICE LEVEL GUARANTEES

Not every email delivery service can handle the demands of enterprise senders. Only SparkPost puts our money where our mouth is by backing our promise with the industry’s best service-level guarantees. When prompt delivery of time-sensitive, peak-volume email is crucial to customer engagement and revenue, you’ll have the confidence that the guaranteed burst rates of our Enterprise add-on plan are just that: guaranteed and backed by SLA. Period.

- Comprehensive uptime SLAs with service credits for Enterprise senders.
- The industry’s only guaranteed burst-rate SLA.

START DRIVING BUSINESS VALUE FOR YOUR BUSINESS TODAY

Your business counts on email. SparkPost has got you covered. To learn more about the enhanced services included with our Priority, Premium, and Enterprise add-on plans, contact us today. A SparkPost representative will assist you in evaluating your needs.

PRIORITY SUPPORT INCLUDED WITH EVERY PAID PLAN

Whether you’re just starting out or migrating from another service provider, our team of email pros stands ready to provide assistance. Every paid SparkPost plan includes live telephone support from our Technical Support Analysts.

- Expedited response and live telephone support
- Setup and migration assistance to help you get up and running quickly
- Extra help solving deliverability issues and best practices

ABOUT SPARKPOST

SparkPost is the world’s fastest-growing email delivery service. Our customers—including Pinterest, Twitter, CareerBuilder, LinkedIn, Zillow, and Comcast—send over 3 trillion messages a year, over 25% of the world’s non-spam email. The SparkPost service for sending API-driven transactional and marketing email provides the industry-leading performance, deliverability, flexibility, and analytics they need to drive customer engagement for their business.

Get Started Today! Call **877-887-3031** or email **hello@sparkpost.com**.
Follow us on Twitter **@sparkpost**, or visit us online at **sparkpost.com**.

