



WE HAVE YOUR BACK

Customer Success Plans that have your back



Innovation in Customer Service
Stevie Awards—2024-25



Customer Service Dept. of the Year
Stevie Awards—2024



Customer Experience Support Experience Awards—2024

What makes Bandwidth support so good?

We are radically invested in our customers' success, so we've organized our whole company to go the extra mile. Bandwidth Support has three customer success plans for you to choose from—built to delight and to serve.

★ SIGNATURE

Since opening our doors in 1999, exceptional support has been part of who we are—it's our signature. The Signature plan is built for nimble businesses that prefer self-service, but still want the reassurance of 24x7x365 access to our expert technical support team (delivering CSAT consistently above 95%).

★ SILVER

The Silver plan is built for organizations managing communications at scale who need faster, hands-on support and advanced tooling. It includes SLA-backed response times, Director-level escalation, and proactive monitoring and alerting for voice and messaging.

★ GOLD

Gold is designed for mission-critical communications that demand the highest level of support. It includes a designated Customer Success Manager, quarterly business reviews, a dedicated Slack support channel, executive-level escalation, custom alerts, and advanced troubleshooting tools.

Let's take a closer look at what each plan includes →



	SIGNATURE	SILVER	GOLD
Technical Support Available 24x7x365			
Online knowledge base	✓	✓	✓
Incident support channels	✓ Tickets + Chat + Email + Phone	✓ Tickets + Chat + Email + Phone <i>Slack available as an add-on</i>	✓ Tickets + Chat + Email + Phone + Slack
Support SLAs (& response times)	✓ Best efforts	✓ P1: 30 mins P2: 2 hours P3: 6 hours P4: 1 business day	✓ P1: 30 mins P2: 2 hours P3: 6 hours P4: 1 business day
Escalations	✓ Senior Manager	✓ Director	✓ VP/SVP
Porting guidance	-	✓ Phone support	✓ Port monitoring & post port validation ✓ Error/rejection reviews
Success Management and Expertise			
On-demand expertise	-	✓ Biannual consultative sessions with subject matter experts (2)	✓ Monthly consultative sessions with subject matter experts (12)
Customer success manager	-	✓ Pooled	✓ Named
Value realization assessments and strategic planning	-	-	✓
Quarterly business reviews	-	-	✓
Performance Monitoring and Optimization			
Signature Insights	✓	✓	✓
Advanced Insights	Monitoring	-	✓ Voice Quality Metrics ✓ Messaging Latency Monitoring
	Alerting	-	✓ Voice Concurrency & CPS ✓ Voice Error Threshold ✓ Messaging Health ✓ Messaging Error Threshold ✓ Custom
	Troubleshooting	-	- ✓ PCAPs & Call Ladders <i>Voice Anomaly Detection available as an add-on</i>
Messaging Vetting SLAs for 10DLC and Toll-Free (U.S.)	✓ Best efforts	✓ 3 day-SLA	✓ 3 day-SLA

“I’ve been in the software business quite a while and in my experience, Bandwidth support is the best I’ve seen. Every interaction is a true conversation, every team member digs deep for answers and keeps users up to date at every step.”

Tim Cashin, Software Architect



Switch to support that has your back

Talk to your Bandwidth Account Manager to ensure we’re supporting you with a plan that makes the most sense for your organization.

