New Relic

New Relic Priority Support Services Price List

For more information, contact: Gayle Fitzpatrick VP of Global Technical Support or Neil Heassler, Director, Support Customer Experience.
Email: gfitzpatrick@newrelic.com or nheassler@newrelic.com

All prices are subject to change*

NEW RELIC PRIORITY SUPPORT SERVICES PACKAGES		
Services Package	**Services Offerings**	**Services Package Price**
New Relic Priority Support—Essentials	● Direct communication with a designated Support Customer Experience Manager ● Direct support portal access ● Hours of operation (24/7, 365) ● Initial response time (1 hour critical, 3 hours standard) ● Communication method (Explorer's Hub, ticket, phone, slack) ● Priority support routing	**$40,000**
New Relic Priority Support—Plus	● **All services included in Essentials** ● NRU instructor-led training, 8 hours per quarter ● Expert Services Solution Architect, (4) days per quarter ● Quarterly Health check service and 1 consulting office hour (monthly)	**$110,000**

Priority Support is a subscription offering co-termed with the product deal.
T&E for NRU training in the Priority Plus offering is included in list price.
T&E will be billed separately to the customer for the Priority Plus offering, if it requires a Expert Services Solution Architect to be present onsite and is not included in the list price.