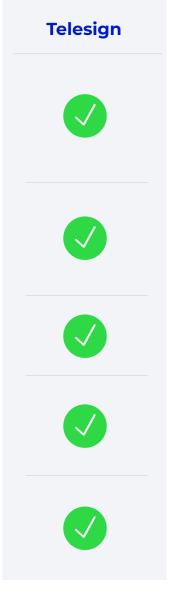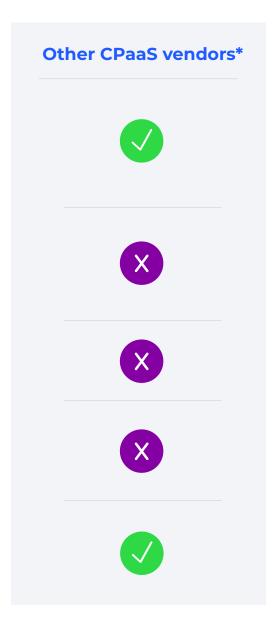# telesign | Support Plans

Support you can rely on. Telesign offers industry-leading support to help you implement your authentication workflows with ease.

Support coverage	Telesign	Other CPaaS vendors*
Dedicated Implementation Manager • Assistance with account enablement • Kickoff call • Weekly check-ins • Usage monitoring	✓	✓
Sender ID registration assistance • Enhance user engagement and fraud protection • Increase message deliverability rates • Maintain brand recognition and trust	✓	✗
Customized onboarding plan • Personalized experience • Use case development	✓	✗
Comprehensive training and documentation • Implementation workshop • Review and deep dive into specific cases	✓	✗
Regionalized support • Support teams around the globe available 24/7 • Issue escalation available during off hours	✓	✓

Support tiers to help you scale

Prioritized escalations
Critical incidents are reviewed quickly and efficiently with committed SLAs.

Dedicated expertise
Best-in-class services for any and all complex challenges that may arise.

24/7 support
Live help at your fingertips, at anytime of day.

Special offer: Register with us and receive 50% off support plans for the first year.
Click here for a more detailed breakdown of our support plans.

*Based on publicly available information related to support plan and programs