CLOUDFLOOR.DNS

RELIABILITY, PERFORMANCE AND SUPPORT

The industry's best guarantees and the only 24/7 local, global support.

The Industry's Best Guarantees

By choosing CloudFloor DNS for your enterprise DNS services you get the best Service Level Agreement (SLA) in the industry. Unlike other DNS providers, CloudFloor DNS not only guarantees reliability but is also the only vendor to guarantee the performance of its infrastructure – including DNS network latency, server performance and replication time.

For example, we guarantee that our network will be available 100% of the time and the average DNS resolution time will be less than 100ms in North America and Europe.

We employ sophisticated, independent third-party measurement systems throughout the world to provide accurate and transparent data.

And when any of our metrics dips below established limits, we provide substantial service credits based on your monthly DNS service spending through a simple support process.

Global Reach, Local Support

CloudFloor DNS consistently delivers the best customer support in the industry. With offices in the UK, USA and China, we provide local support to all of our enterprise customers, unlike other DNS providers that try to support the world from the USA.

For non-critical issues we have an extensive knowledge base that is continually updated from our support incidents. For more serious issues our online support center is available to initiate support requests. If you experience an outage or other mission-critical issue, enterprise support representatives are available by phone or email.

Enterprise support is available 24/7 and is included at no additional cost in every plan.

About CloudFloor DNS

At CloudFloor, DNS is our passion and reliability and performance is our obsession. Our goal is to provide the most reliable and highest performing Internet infrastructure available through our core DNS services.

Your customer's web experience begins with DNS resolution and our Enterprise DNS service is backed by a 100% Reliability Guarantee and the industry's first 100% Performance Guarantee.

CloudFloor DNS has been in the Internet infrastructure business since 1999. To date, we have provided services to over 10,000 customers, including governments, major financial institutions, as well as hundreds of small and medium-size business worldwide.

CloudFloor DNS is a wholly owned subsidiary of CloudFloor Corporation with headquarters in Waltham, Massachusetts. Several leading venture firms from North America and Europe, including London-based Doughty Hanson LLP have backed CloudFloor.

The Logical Choice For Your Business

To learn more about how CloudFloor DNS can improve the reliability, performance and security of your DNS, call us in the US on +1 781-373-5158 or in Europe and the UK on +44 (0)1481 720924.

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