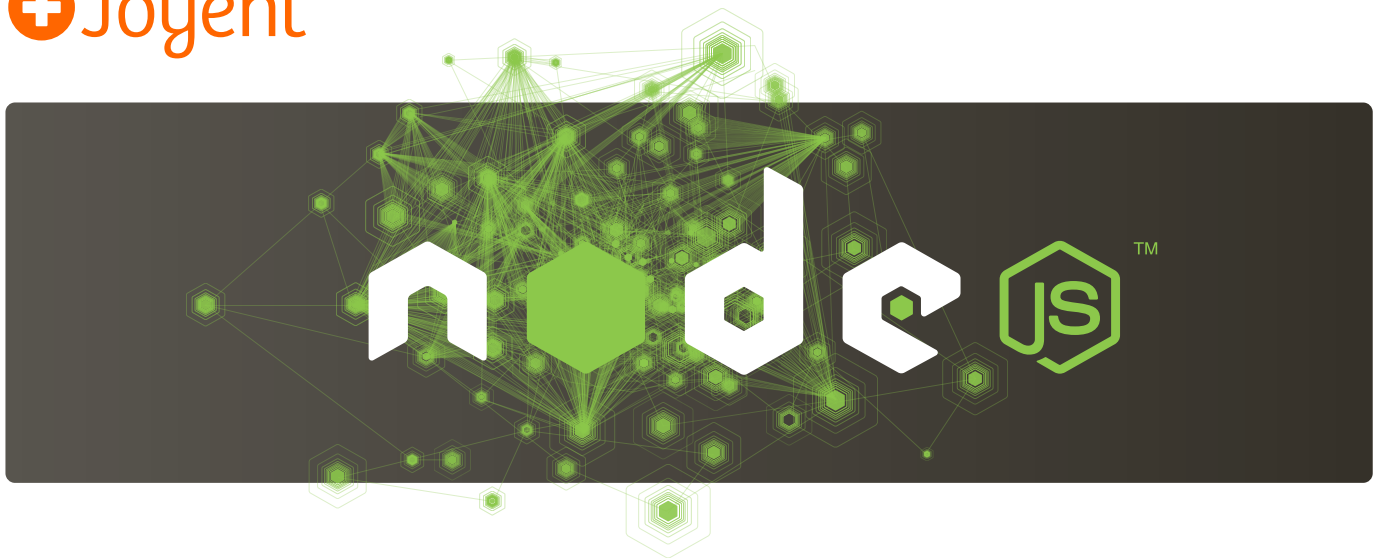




Node.js Support

Overview

Joyent provides expert support services for Node.js to help enterprises adopt this powerful application and API stack. These support services are available in two options: Node.js Core Support and Joyent Cloud Node.js Support. As the corporate steward of Node.js, Joyent can provide the highest level of support for this dynamic runtime.

Node.js Core Support

Provides a direct line to the Node.js Core engineering team at Joyent. Node.js Core Support is available to virtually any user of Node.js for production time debugging of crashing bugs. It is available for Linux and SunOS operating systems in virtually any hosting environment (including public or private clouds).

Node.js Core Support is available standalone (à la carte), and bundled. It is bundled at no additional cost with the broader support services for the Joyent Compute Service in the public cloud and Joyent SmartDataCenter private cloud software if you have purchased either the Business Critical or Mission Critical Support Tiers. See <http://www.joyent.com/developers/support-levels> for more details on these offerings.

Joyent Cloud Node.js Support

Provides summary Q&A technical support guidance when using Node.js, including consultative summary Q&A and recommendations on how to run in production, how to architect, develop, and package customer applications.

Joyent Cloud Node.js Support is available only as a bundled feature of the broader support services for the Joyent Compute Service in the public cloud and Joyent SmartDataCenter private cloud software. It is bundled at no additional cost if you have purchased either the Production, Business Critical or Mission Critical Support Tiers. See <http://www.joyent.com/developers/support-levels> for more details on these offerings.





	Node.js Core Support	Joyent Cloud Node.js Support
Description	Crash debugging for Node.js Core components	Summary Q&A technical support guidance covering design, production, development, and operations of Node.js applications
Environments	Most modern Linux, SunOS (Solaris, OmniOS, SmartOS)	Joyent clouds, public at joyent.com and private with SmartDataCenter software; focused on SmartOS
Core-file Analysis	Yes	No
Severity 1 debugging	Yes, with core-file	Yes, operational & config debugging
Development & Design Q&A	No	Yes
Production & Operations Q&A	No	Yes
Availability		
Standalone	Yes	No
Bundled	Yes with Business Critical, or Mission Critical Support Tiers	Yes with Production, Business Critical, or Mission Critical Support Tiers
Hours	Standalone: Business Hours Bundled: Up to 24x7	Standalone: N/A Bundled: Up to 24x7
Price	Standalone: \$990/month Bundled: Starts at \$5000/month	Standalone: N/A Bundled: Starts at \$100/month

For more details, please refer to our services offerings policy and terms at:
<http://www.joyent.com/company/policies/support-services-policy>
<http://www.joyent.com/products/support-nodejs/terms>