



## Vimeo Enterprise Quote

Pricing Tiers (Annual Term)	Total
<b>Vimeo Enterprise I-</b> (120,000 GB of Bandwidth Included)	<b>\$12,000.00 USD</b>
<b>Vimeo Enterprise I - 2 Year Agreement</b> (120,000 GB of Bandwidth Included per year)	\$10,800.00 USD per year <b>\$21,600.00 USD total over 2 years</b>

### Platform Services

#### Vimeo Enterprise Account

- Backup Streams, Live API, 2500 API calls per minute, 3 concurrent live streams

#### Enterprise Support (Silver Tier) Included

#### Dedicated Account Management

Includes support for all services included in the contract

**30 User Seats** - 10 Admins, 10 Collaborators, 10 Uploaders

#### Bandwidth:

- Utilize bandwidth for streaming within any player and within monetized use cases
- Overage Rate of \$0.12 per GB

#### Managed Content

- 7 TB of Storage Included
- Transcoding is included at no additional cost



# When it matters most, we've got you covered.

At Vimeo, fast, friendly support isn't an afterthought—it's built into every enterprise plan. We offer a full suite of services to help your organization succeed with video.

## Customer Support Programs

	Standard	Silver	Gold	Platinum
	Included in your Vimeo custom plan	Ideal for teams that need global coverage	Ideal for large teams that need global coverage and support with live events	Everything in Gold + onsite support and rapid response SLA
Pricing	Included	\$5,000 annual	\$15,000 annual	\$25,000 annual
Named Contacts	Account Owner	4	6	12
Web/Email Support	24-hour web support on business days, with 1 hour best effort response time  (9am-1pm ET on weekends)	24/7	24/7	24/7
Phone Support (incl. Call Me Now)	N/A	9am-9pm ET or 9am-6pm GMT *	24/7	24/7
Live Event Support				1
Dedicated Enterprise Support Specialist				✓

\* For customers based in Europe.

### SLA for First Response Time

Urgent	N/A	1 business hour	1 hour	30 min
Important	N/A	3 business hours	3 hours	1 hour
Standard	N/A	6 business hours	6 hours	2 hours