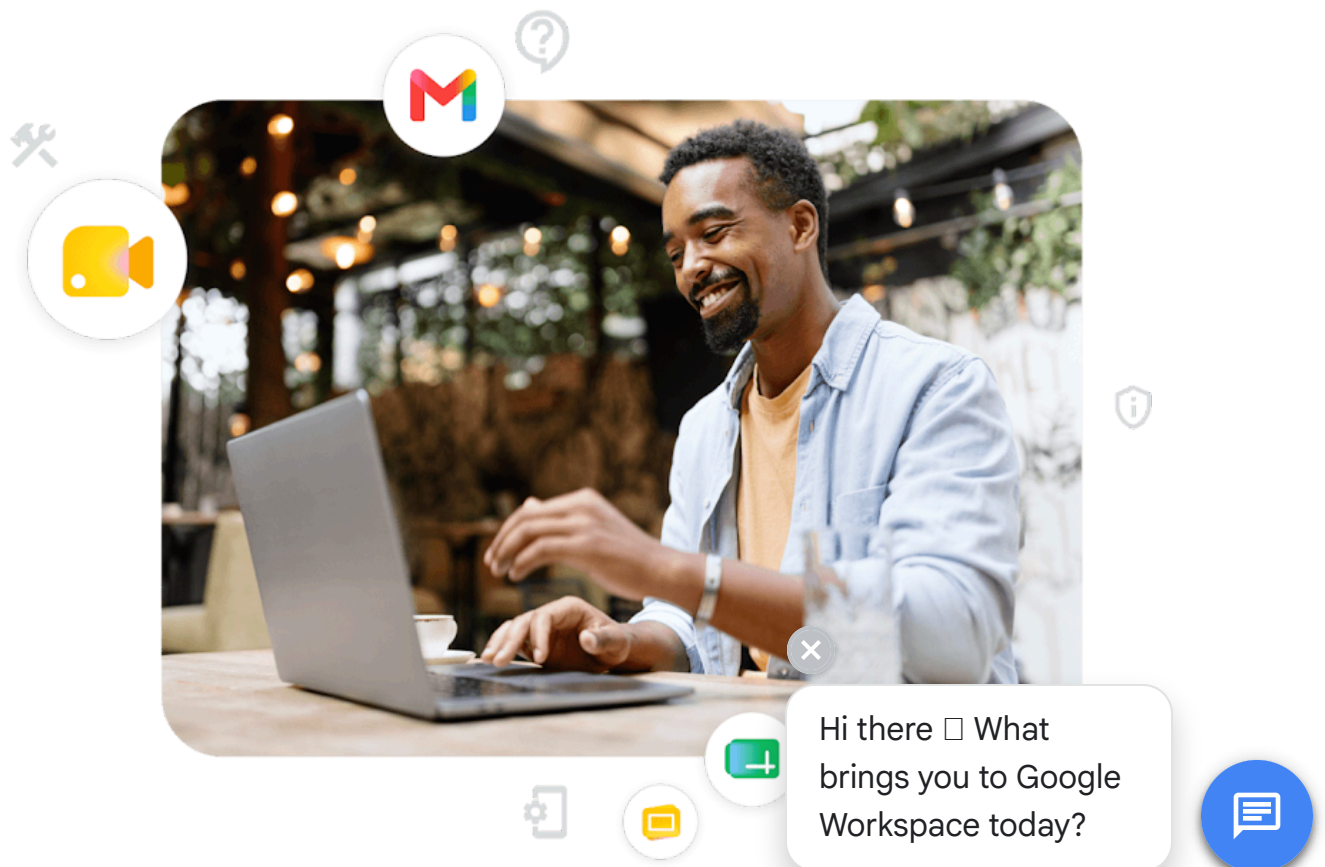




Google Workspace Customer Care

Simplify support with Google Workspace Customer Care, flexible services for your business needs. Choose the support level to suit your organization.

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Standard Support for your business

Optimize your Google Workspace experience with our range of flexible Customer Care services.



Multi-channel support

Multi-channel support is available to Google Workspace administrators. Sign in as an admin for help and to manage users.

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Community support

Connect with the Google Workspace administrator help community.

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Google Workspace troubleshooting

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Choose the level of support to suit your organization and tailor it further with Value-Add services.



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RECOMMENDED

	Available as paid upgrade in Google Workspace Business Standard and Plus editions. Included in Enterprise edition.	Available as paid upgrade in Google Workspace Enterprise Edition. Contact sales to upgrade.
	View plans	Contact sales
Response times	One hour response time for P1 cases	15-minute response time for P1 cases
24/7 care	P1 and P2 cases	P1, P2 and P3 cases
Multi-channel support	✓	✓
Technical experts	✓	✓
Technical Account Manager (TAM)		✓
Customer Aware Support		✓
Quarterly reviews with Advisors		

✕

Hi there ☐ What brings you to Google Workspace today?

	Support cost	Support cost
Value-Add available	Technical Account Advisor Service	Assured Support for Google Workspace

Value-Add Services

Elevate your support with Value-Add Services. Available as an additional purchase for Enhanced and Premium Support customers.



Technical Account Advisor Service

Boost the collaboration experience with Technical Account Advisor Service. Advisors provide assisted support and service reviews. Available to Enhanced Support customers. Included in the Google Workspace Enterprise edition.



Assured Support for Google Workspace

Advance your information governance journey. Simple setup plus compliance controls deliver all the benefits of Premium Support with an added layer of governance. Available to Premium Support customers in EU.

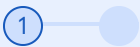


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