

VEEAM SOFTWARE SUPPORT POLICY

Overview

This Support Policy describes the support services we offer to customers that are using licensed products in a supported configuration and have paid all applicable support fees. The information contained in this document is subject to change without notice.

Support Programs

We offer two support programs (Standard and Premium) that include support services as well as upgrades and updates to our products.

Standard Support

Veeam’s Standard Support program provides software support services during business hours (as defined below) along with upgrades and updates to the products. One year of Standard Support is included with initial product license purchase.

Premium Support

Veeam’s Premium Support program provides 24/7 software support services and fastest response times for critical issues.

Support Programs Comparison Matrix

Feature	Standard Support	Premium Support
Hours of operation	Business hours (as defined below)	24x7x365
Product updates	Yes	Yes
Product upgrades	Yes	Yes
Method of access	Phone/web/email	Phone/web/email
Response method	Phone/email	Phone/email
Target response times:		
Severity 1	4 hours	2 hours
Severity 2	8 hours	4 hours
Severity 3	12 hours	8 hours
Severity 4	12 hours	12 hours

Business hours are defined as follows:

Worldwide	Mon – Fri 7 am – 1 am GMT Mon – Fri 2 am – 8 pm EST/EDT Mon – Fri 11 pm – 5 pm PST/PDT
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Severities

Severity level is a measure of relative impact of an issue on your systems or business.

Severity 1 is an issue that results in an enterprise-wide failure, a critical application being unusable or data being unrecoverable, corrupt or lost.

Severity 2 is an issue that restricts the software or certain features from being used as designed.

Severity 3 is a partial non-critical loss of functionality with the software remaining useable.

Severity 4 is a cosmetic issue, general usage question, or feature request.

Management of Support Cases

Submitting a Support Case

Veeam offers several ways to file a support case. We encourage you to set the initial severity level for the problem when submitting a case, and highly recommend using the phone to submit Severity 1 issues.

Via the Web

You can file a case using a web browser on the support page:

<http://www.veeam.com/support/>. Please complete all the fields and accurately describe your issue. Upon submitting the case, you will receive an electronic confirmation with a unique case number sent to your email address.

Via Email

Send an email accurately describing your issue to support@veeam.com. You will receive an electronic confirmation with a unique case number as an automatic reply.

Via the Phone

To open a case using the phone, call one of the phone numbers listed in Contacts below. After you log the case with the customer representative, your case will be assigned a unique number given to you over the phone. If required, and depending on license type, support offering and severity level, your call will be transferred to an appropriate support engineer to resolve your issue over the phone.

Following Up

A Veeam support engineer will contact you either by phone or email, or some combination of both, as appropriate during the resolution process.

Follow-up response goals will be determined based on the Support Program you have purchased and the severity level assigned to your case, or any subsequent changes to the severity level. The severity level may be changed (with your agreement) upon assessment of the issue by the Veeam Support Engineer.

Product Lifecycle

The level of support services provided by Veeam also depends on the lifecycle phase determined for your specific version of the product. Current versions of the products are eligible for full support, including support services and updates/fixes, while support for older versions may be limited. Known workarounds or existing fixes and assistance with upgrading to a supported version are available for customers using old or discontinued versions.

Every version of the product is eligible for full support until the next version is released. After the next version is released it enters limited support phase and no updates or fixes will be released for this version anymore. 12 months after the major version is released all previous major versions enter discontinued phase.

Experimental Features Support

Certain features in some of the product releases can be included for testing and experimental purposes. These features are marked as “experimental” in the product documentation and user interface and are not expected to be used in a production environment. While Veeam is interested in your feedback and we will make our best effort to help you with “experimental” features, we cannot commit to support, troubleshoot or provide fixes for these features.

Third-party Software/Hardware Support

We will assist you in problem analysis to determine whether your issue is being caused by third-party (non-Veeam) software or hardware. In order to isolate the problem, we may ask you to remove this third-party software or hardware.

If it is impossible to identify the cause of the problem, we may contact the third-party vendor using TSANet, or ask you to open a support case with the third-party vendor support organization.

Local Language Support Policy

Technical support services are delivered only in English.

Evaluation and Free Product User Support Policy

We will make our best effort to support users evaluating our commercial products or using our free products. However, we do not currently provide exact response goals for this service.

Contacts

Support Phone Numbers

Region	Phone number
United States	+1 (614) 339 8252
UK	+44 (845) 508 7005
France	+33 (1) 70 61 83 74
Spain	+34 (91) 182 9760

E-mail

support@veeam.com

Web Support Page

<http://www.veeam.com/support/>