

Service	Default Support	Managed Support	Managed Pro
Recommended for ...		the technical support for installations, configurations and monitoring requirements	particularly support-intensive IT structures & special requirements the individual need for proactive support services
Provision	inclusive for all hosting and server customers	included for all dedicated server tariffs for all other hosting products available for €29,00/ month*	basic fee from € 236,81 / month**
Execution of technical support services	after you have commissioned via the ticket system	after a clear prior agreement or request by you via the ticket system	proactive work according to individual contractual agreement
Service level agreements as the basis for all support services	✓	✓	✓
Answering general technical questions & competent advice on technical matters	✓	✓	✓
Troubleshooting in the hardware and network infrastructure	✓	✓	✓
Central accessibility support	24/7 via phone and ticket system	24/7 via phone and ticket system	24/7 via phone and ticket system
Carrying out technical support work within business hour	prime times Monday – Friday 07:00 am – 11:00 pm  Remote Hands € 29,00/ 15 min. Remote Hands € 116,00 / h	prime times Monday – Friday 07:00 am – 11:00 pm  included (except public holidays)	prime times Monday – Friday 07:00 am – 11:00 pm  included
Carrying out technical support work outside business hours	non-productive time Monday – Friday 11:00 pm – 07:00 am Saturday, Sunday, public holidays in Thuringia  Remote Hands € 58,00 / 15 min. Remote Hands € 232,00 / h	non-productive time Monday – Friday 11:00 pm – 07:00 am  Saturday, Sunday, public holidays in Thuringia  Remote Hands € 58,00 / 15 min. Remote Hands € 232,00 / h	non-productive time Monday – Friday 11:00 pm – 07:00 am  Saturday, Sunday, public holidays in Thuringia  2h included also during in the non-productive time

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Support of the delivered state of the server on the basis of KeyHelp or Plesk incl. software	Remote Hands	✓ outside business hours to remote hands conditions	✓
Installation & configuration of software, operating system, FTP servers, SMTP servers, SSL certificates, name servers, programming languages	Remote Hands	✓ outside business hours to remote hands conditions	✓
Implementation of updates	Remote Hands	✓ outside business hours to remote hands conditions	✓
Distribution upgrades	Remote Hands	✓ outside business hours to remote hands conditions	✓
Migration	Remote Hands	Remote Hands	✓ at any time within the 2 h Remote Hands included
Advice, planning and installation of your backup solution	Remote Hands	✓ outside business hours to remote hands conditions	✓
Backup restore	Remote Hands	Remote Hands	✓ at any time within the 2 h Remote Hands included
Housing support	Remote Hands	Remote Hands	✓ at any time within the 2 h Remote Hands included
Monitoring of supported services	✓	✓ outside business hours to remote hands conditions	✓
Proactive monitoring	-	-	✓

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Advice concerning problems with applications and services (as far as possible)	Remote Hands	✓ outside business hours to remote hands conditions	✓
Support for the identification and combating of security-related problems	Remote Hands	✓ outside business hours to remote hands conditions	✓
Measures to eliminate safety-related problems	Remote Hands	✓ outside business hours to remote hands conditions	✓
Windows support	Remote Hands	Remote Hands	✓ at any time within the 2 h Remote Hands included

**Note about the Managed Pro Service:**

The basic version of the Managed Pro services includes 2 hours of Remote Hands for € 236.81 per month. Depending on the expected support requirements, your included Remote Hands hours can be contractually set individually in advance to, for example, 3, 4, 5 hours, etc. If more than the contractual number of included Remote Hands hours (minimum 2 hours) are required per month, these will also be charged at the preferential rate of 116 € per Remote Hands hour.