OVHcloud Business & Enterprise Support - Pricing

	Standard	Premium	Business	Enterprise
	Find out more	Find out more	Find out more	Find out more
	Included	£38.205 ex. VAT/month or £45.846 incl. VAT/month	From £220.00 ex. VAT/month (1)	From £4400 ex. VAT/month (2)
	Recommended for experiments and tests	Recommended for non-critical production environments	Recommended for production environments	Recommended for critical production environments with business challenges
Monitoring	Monitoring and interventions in the event of hardware failures in our datacentres 24/7	Monitoring and interventions in the event of hardware failures in our datacentres 24/7	Monitoring and interventions in the event of hardware failures in our datacentres 24/7	Monitoring and interventions in the event of hardware failures in our datacentres 24/7
Access to customer support for incidents	Unlimited	Unlimited	Unlimited	Unlimited
Technical support	Monday to Friday From 08:00 to 18:00 (time zone specified in the Special Terms & Conditions)	Monday to Friday From 08:00 to 18:00 (time zone specified in the Special Terms & Conditions)	24 hours a day 7 days a week	24 hours a day 7 days a week
Contact channels	Ticket, telephone and online chat	Ticket, telephone and online chat	Ticket, telephone (specific number) and online chat	Ticket, telephone (specific number) and online chat
Response time(3)	8 business hours	2 business hours	30 minutes	15 minutes
Support location	International	International	International	International or Europe (option)
Support		Support for getting started with OVHcloud solutions	Support for getting started with OVHcloud solutions Custom Support (on catalogue)	Support for getting started with OVHcloud solutions Support: • Technical Account Manager appointed Custom Support (on catalogue) • Account Manager
Intervention monitoring tools **(Unlimited consultation)**	• Task Statuses ↗ • Datacentre monitoring ↗ • Network monitoring ↗	• Task Statuses ↗ • Datacentre monitoring ↗ • Network monitoring ↗	• Task Statuses ↗ • Datacentre monitoring ↗ • Network monitoring ↗	• Task Statuses ↗ • Datacentre monitoring ↗ • Network monitoring ↗
Online resources and help **(Unlimited consultation)**	• OVHcloud Help Centre ↗ • Technical guides • FAQ ↗ • OVHcloud Community ↗	• OVHcloud Help Centre ↗ • Technical guides • FAQ ↗ • OVHcloud Community ↗	• OVHcloud Help Centre ↗ • Technical guides • FAQ ↗ • OVHcloud Community ↗	• OVHcloud Help Centre ↗ • Technical guides • FAQ ↗ • OVHcloud Community ↗

(1) Public price 10% of billing for services (minimum £220.00 ex. VAT/month of support).

(2) Public price 30% of the billing for services (minimum £4400 ex. VAT/month of support).

(3) When a critical incident occurs.

(4) Depending on the services and subject to availability.

Additional Services

	Standard Support	Premium Support	Business Support	Enterprise Support
Support	-	-	-	Dedicated Technical Account Manager
Custom onboarding	-	-	Appointed contact	Technical Account Manager Solution Architects
Monitoring Committee	-	-	Annual review**(4)**	Custom monthly review with KPI tracking Improvement plan**(4)**
Other services	-	-	-	Discussions on the OVHcloud roadmap Workshops dedicated to technical solutions**(4)**
Delivery	-	-	-	Order tracking and scheduling
Private racks	-	-	-	On request **(4)**
Security audit	-	-	-	4 hours per year for a security/ certification audit**(4)**
Solutions Architects and Technical Engineers	Learn more about Professional Services **Contact us**			