

Webhosting24 Support Plans

Guaranteed response times, experts on call and proactive guidance at every stage of your project.

Every Webhosting24 customer gets **Basic support** free of charge: access to the knowledge base, help with your account and billing, and ticket and e-mail support during business hours. The paid support plans add **guaranteed response times**, priority 24/7 channels, server management and dedicated technical advice, so you can pick the level of assistance that matches how critical your services are.



Basic support – included with every service

Knowledge base and guides · Ticket and e-mail Mon–Fri 9:00–18:00 CET · Account and billing assistance · No guaranteed response time

Developer

For test and development environments and non-critical websites

€300 /year

+ VAT

equivalent to €25/month · billed annually in advance

- ✓ Technical support by ticket and e-mail during business hours (Mon–Fri 9:00–18:00 CET)
- ✓ Guaranteed response within 12 business hours for impaired systems and 24 business hours for general requests
- ✓ 1 authorised contact
- ✓ General guidance on configuration best practices
- ✓ Priority access to the knowledge base and guides

RECOMMENDED FOR PRODUCTION

Managed Server

For production workloads on VPS and dedicated servers

€75 /month

+ VAT

billed quarterly in advance: €225 + VAT

- ✓ 24/7 support by ticket, e-mail, phone and chat
- ✓ Guaranteed response within 1 hour when a production system is down
- ✓ Unlimited authorised contacts
- ✓ Server management: operating system updates, security patches, monitoring and backup verification
- ✓ Third-party software support (cPanel, Plesk, WordPress, Magento, Shopware ...)
- ✓ Best-practice guidance for your use case

Managed Advanced

For business-critical applications that need expert guidance

€150 /month

+ VAT

billed quarterly in advance: €450 + VAT

Everything in Managed Server, plus:

- ✓ Guaranteed response within 30 minutes when a business-critical system is down
- ✓ Access to a pool of Technical Account Managers (TAMs)
- ✓ Advanced monitoring of resources, services and security with proactive alerting
- ✓ Quarterly architecture and security review
- ✓ Planned support for migrations, launches and traffic peaks
- ✓ 2 hours of technical consulting included every month

Enterprise

For mission-critical infrastructure and organisations with compliance requirements

from **€4,309** /month

+ VAT

annual contract · custom quote

Everything in Managed Advanced, plus:

- ✓ Guaranteed response within 15 minutes when a business-critical system is down
- ✓ Designated Technical Account Manager and designated account contact
- ✓ Incident management with escalation and root cause analysis (RCA)
- ✓ Custom SLAs, disaster recovery and business continuity plans
- ✓ Continuous architecture reviews and a shared technical roadmap
- ✓ Consulting and training hours tailored to your needs

Compare plans

A complete overview of what each support plan includes.

Feature	Developer €300/year + VAT	Managed Server €75/month + VAT	Managed Advanced €150/month + VAT	Enterprise from €4,309/month + VAT
OVERVIEW				
Price	€300/year + VAT	€75/month + VAT	€150/month + VAT	from €4,309/month + VAT
Billing	Annually in advance	Quarterly in advance (€225)	Quarterly in advance (€450)	Annually, by quote
Best for	Test, development, non-critical websites	Production workloads	Business-critical applications	Mission-critical infrastructure
CHANNELS AND AVAILABILITY				
Support channels	Ticket, e-mail	Ticket, e-mail, phone, chat	Ticket, e-mail, phone, chat + priority line	Ticket, e-mail, phone, chat + direct TAM line
Coverage hours	Mon–Fri 9:00–18:00 CET	24/7	24/7	24/7
Authorised contacts	1	Unlimited	Unlimited	Unlimited
GUARANTEED RESPONSE TIMES				
General guidance	< 24 business hours	< 24 hours	< 24 hours	< 24 hours
System impaired	< 12 business hours	< 12 hours	< 12 hours	< 12 hours
Production system impaired	—	< 4 hours	< 4 hours	< 4 hours
Production system down	—	< 1 hour	< 1 hour	< 1 hour
Business-critical system down	—	—	< 30 minutes	< 15 minutes
MANAGEMENT AND MONITORING				
OS updates and security patches	—	✓	✓	✓
Monitoring	—	Uptime and core services	Advanced: resources, services, security, proactive alerting	Custom 24/7 with incident management
Backup verification and restore	—	✓	✓	✓ + periodic disaster recovery tests
Hardening and security review	—	Initial configuration	Quarterly review	Continuous review
GUIDANCE AND EXPERTISE				
Best practices	General guidance	Contextual guidance for your use case	Quarterly architecture review	Continuous reviews and technical roadmap
Third-party software support	—	✓	✓	✓
Technical Account Manager	—	—	TAM pool	Designated TAM
Consulting hours included	—	—	2 hours/month	Tailored
Migration, launch and event support	—	—	✓	✓ with dedicated planning
Incident management and root cause analysis	—	—	For critical incidents	✓ with formal report (RCA)
Training and onboarding	Knowledge base	Onboarding call	Annual workshop	Tailored
ACCOUNT AND CONTRACT				
Account and billing assistance	Standard	Priority	Priority	Designated contact
Custom SLAs and contract terms	—	—	—	✓

Severity levels

When you open a ticket you set its severity. It determines the response time your plan guarantees.

1

General guidance

Questions about features, configuration or requests for information.

2

System impaired

Non-critical functions are behaving abnormally, or you have a time-sensitive development question.

3

Production system impaired

Important functions of the production system are degraded or impaired.

4

Production system down

The production system is unusable.

5

Business-critical system down

A business-critical system is unusable and your business is at a standstill.

Good to know

- All prices exclude VAT. Plans are billed in advance for the period shown and renew automatically unless cancelled.
- Response time is the time within which an engineer takes ownership of the request and provides a first qualified reply; it is not the resolution time.
- Business hours are Mon–Fri 9:00–18:00 (CET/CEST), excluding Italian public holidays. Managed Server, Managed Advanced and Enterprise cover the higher severity levels 24 hours a day, 7 days a week.
- Managed Server and Managed Advanced cover one server (VPS or dedicated) and all services hosted on it; a dedicated offer is available for multiple servers.
- You can upgrade to a higher plan at any time; the difference is calculated pro rata for the remaining period.

How to activate a plan

Log in to the client area at console.webhosting24.com and add the support plan you need, or get in touch: we will help you choose the level that fits your requirements.

Contact

Web	www.webhosting24.com · console.webhosting24.com
E-mail	info@webhosting24.com · support@webhosting24.com
IT	+39 0471 796829
DE	+49 (0)89 21556988
US	+1 (302) 353 1353

Webhosting24® is a brand of INCUBATEC GmbH – Srl · Via Scurcià 36 · 39046 Ortisei (BZ) · Italy · VAT IT 02283140214

Informational document, not a contractual offer. Prices subject to errors and omissions; the terms and conditions published on www.webhosting24.com apply.