

Veeam Customer Support Policy

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Veeam Customer Support Policy

Initial Response SLA Matrix

Severity	Initial Production Response SLA				
	Premier	Production	Basic	Evaluation	Free/NFR
Severity 1	30 minutes	1 hour	2 business hours	Best effort to provide 2 business hours	Not applicable
Severity 2	30 minutes	3 hours	8 business hours	8 business hours	Best effort
Severity 3	30 minutes	6 hours	12 business hours	12 business hours	Best effort
Severity 4	30 minutes	8 hours	24 business hours	24 business hours	Best effort

Business Hours

Business hours are defined as follows during Customer local business days.

Support program	Business hours
Evaluation	Mon — Fri 8 am — 5 pm
Basic	Mon — Fri 8 am — 8 pm
Production	24x7x365
Premier	Support available: 24x7x365 Support Account Manager
Support of FREE/NFR licensed products is provided on a best-effort basis.	

Supported Languages

Veeam is pleased to offer first-level technical support services in the following languages for Veeam Backup & Replication and in English only for all other products during normal business hours (8 a.m. to 6 p.m. (customer local time).

United States	English, Spanish
Canada	English, French
Europe, Middle East, Africa	English, German, French, Russian, Spanish, Italian
Asia Pacific	English, Japanese, Chinese (Mandarin)
Latin America	English, Spanish, Portuguese

After customer business hours, all first-level support is in English only. Regardless of first level supported languages and support programs, all second and third-level support is offered in English only.

Overview

This policy details our support services, contact information and best practices for contacting support to ensure quick responses and issue resolution here are quick links:

[Supported languages](#)

[Support programs](#)

[Severity definitions and response time SLA](#)

[Contacting Customer Support](#)

[Product lifecycle](#)

[Contacts](#)

The Veeam website (www.veeam.com) provides a wealth of information at your fingertips. Refer to the following online resources before you contact Veeam Customer Support.

Community Forums	<p>Exchange information with other Veeam customers and team behind the product; contains product-specific conferences.</p> <p>Maintained and moderated by product management team. By registering you will receive our Weekly Community Digest, which contains notifications of new patches. Available at no additional charge.</p>
Support Portal	<p>my.veeam.com</p> <p>Please log on to our Customer Center support portal to:</p> <ul style="list-style-type: none"> • Manage your support cases. • Request "one click update". • Attach logs to existing cases. • Obtain product downloads and patches. • Manage your license. • Note: you must be case administrators, partner administrators and license administrators to submit support cases.
Knowledge Base	<p>Browse how to articles and search for solutions to common questions at www.veeam.com/kb_search_results.html</p>
Documentation	<p>Review and download the latest product documentation online www.veeam.com/documentation-guides-datasheets.html</p>

In addition to the above, Veeam has voice-enabled services. By using or accessing the voice-enabled services, you consent to Veeam recording and collecting your voice input. If you do not consent to Veeam recording and collecting your voice input, you may not use the voice-enabled services. The voice input will be used to provide the voice enabled services to you and improve Veeam products and services. Veeam won't use your voice input for any other purpose. Your privacy is important to us. Please read Veeam privacy policy statement (www.veeam.com/privacy_policy.html) to learn how we use and protect your information.

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Support programs

All customers with maintenance agreement in effect, regardless of their program, are entitled to contact support via web or phone 24x7x365 and open a case.

We offer three support response programs (Premier, Production and Basic) to our customers and one program (Evaluation) for 30 days if you are evaluating our software.

Support Program	Product	Product		Business Hours
Premier Support Veeam Premier Support provides high-touch exemplary IT support to our top-tier customers, through personalized and effective service executed through an account-dedicated Support Account Manager (SAM) who will assist you from the very beginning of the case until it is completely resolved.	Yes	Yes	Phone/ web/ SAM	24x7x365 Mon – Fri 8am – 8pm Support Account Manager
Production Support Production Support program provides 24/7 software support services and fast response times for critical issues. To receive Production Support, all production licensed sockets for a product must be licensed at Production Support levels, otherwise support defaults to Basic Support levels.	Yes	Yes	Phone/ web	24x7x365
Basic Support Basic Support program provides software support services during business hours as defined below, along with upgrades and updates to the products. One year of Basic Support is included with your product license purchase.	Yes	Yes	Phone/ web	Mon – Fri 8am – 8pm
Evaluation Support Evaluation Support program provides software support services during business hours (Monday through Friday) as defined below during the defined evaluation period.	No	No	Phone/ web	Mon – Fri 8am – 5pm
Community, Free and NFR licensed products We do not provide phone support for Community, Free or NFR licensed products. Email support is provided on a best-effort basis depending on staff availability, but there are no response goals or response guarantees for this service.	No	No	Web	Best Effort

Severity definitions and response time SLA

Severity level guidelines

Severity levels provide an indication of the urgency of an issue, and help us provide a rapid and effective response. Categorizing severity levels incorrectly hinders the overall case-handling process, and can adversely affect you. When you report an issue, you and the Veeam Support Engineer should discuss and agree upon an appropriate severity level. You have the option to change the severity level of an issue as business conditions change around the impact.

Response goals are intended to provide a target for initial response to an issue or query. We will work a Severity 1 issue around the clock for Basic, Production and Premier Support if you have a technical resource available to work with us until:

- A resolution or workaround is in place and business impact has been mitigated.
- The severity is mutually downgraded.

Severity	Initial Production Response SLA				
	Premier	Production	Basic	Evaluation	Free/NFR
Severity 1	30 minutes	1 hour	2 business hours	Best effort to provide 2 business hours	Best effort
Severity 2	30 minutes	3 hours	8 business hours	8 business hours	Best effort
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Severity level descriptions

Severity 1

A business critical software component or a Veeam managed system is inoperable or unavailable; production system is down; or there is an emergency condition. Requires an immediate workaround or solution. Examples: Excessive abnormal terminations impacting all monitoring, backups and schedules or a down/ offline production system cannot be restored; application or system failure caused by Veeam product.

Severity 2

Adversely impacting Production operations, but the production system is not down; product operates, but is seriously restricted. Examples: Production application response times or system performance are slow, system is available. Some monitoring or backups are impacted.

Severity 3

A non-production issue; the majority of functions are still usable, a limited condition that can be readily circumvented. Example: non- Production application response times or system performance are slow, system is available. Some monitoring or backups are impacted.

Severity 4

Minor issue or question that does not affect the product function, and can be readily circumvented. For example: "How to" questions; the text of a message, or page of documentation is worded poorly or misspelled, General Feedback.

Contacting Customer Support

If at any point you have concerns or would like Management oversight regarding your Veeam Support Experience, you can escalate the issue directly to Support Management using the Talk to a Manager link from the Case Portal.

Case Management

Your organization will need to designate a few case administrators who are responsible for opening cases with Veeam, and receiving maintenance information. They should have the appropriate technical skills and system-level access to work with Veeam Support Engineers in resolving open issues. These support contacts will be your interface to Veeam Support, and should be notified of all issues that surface within your organization. They will escalate issues to Veeam Support as necessary. Be prepared to provide the following information:

- Your name, company name, and Support ID
- Case number (if applicable)
- Product name, release level, and any maintenance applied to the product

Submitting a support case

Only case administrators, partner administrators and license administrators are able to submit support cases. Please make sure to define valid case administrators for your Veeam® licenses. For further information on managing your case administrators, see the user guide [here](#). For quicker support, please have your valid Support ID, if calling to open a support case.

Any information you can provide regarding the issue you are experiencing could have a significant impact on how fast the issue is diagnosed and resolved. You will be asked to provide the following information:

- Issue description, impact on your system and business operations, issue severity, and the exact text of error messages and diagnostic details.
- Steps to reproduce the problem, known workarounds
- Contact number where you can be reached
- Best time to reach you, and contact method (i.e. email/phone)

To file a case, you may use any method below. We encourage you to set the initial severity level for the problem when submitting a case, and highly recommend submitting Severity 1 issues by phone.

Via the web

Only the license administrator or designated case administrators can file a case using a web browser in the Customer Center: support.veeam.com. Please follow the new case wizard to open a case. Upon submitting the case, you will receive an electronic confirmation with a unique case number sent to your email address. You will also be able to see the case in the open cases management tab.

Via the phone

To open a case using the phone, you will need to have your Support ID. Call one of the phone numbers mentioned in Contacts below. After you log the case with the Veeam Support Engineer, your case will be assigned a unique number given to you over the phone.

If the issue you have reported requires collecting and analyzing diagnostic information, the Veeam Support Engineer may request such information from you or collect it during a brief remote session. While the Veeam Support Engineer will attempt to gather as much detail as possible, they will not investigate the log files online. To make log analysis efficient, we use log parsing tools and other resources available only internally. Once the Veeam Support Engineer receives the required diagnostic information, they will investigate it offline and get back to you.

Premier Support Customers

Contact your SAM who will assign a ticket to the most appropriate Senior Support Engineer. We start issue analysis within 30 minutes after a call/ticket is logged. Your dedicated Support Account Manager is available to you during your local business hours and will act as the direct point of contact for the coordination of issue management and problem resolution.

United States Federal Government support

As a US Federal Government agency, Veeam Support will assist you to determine the problem and solution utilizing the methods described above. US based Federal Support is available Monday through Friday 8 a.m.–9 p.m. EST, Saturday 12 p.m.–12 a.m. EST, and Sunday 12 p.m.–8 p.m. EST (weekend support for Production SLA or Severity 1 cases only). To contact Veeam Support at any time, call our US Federal Government phone number listed in the phone number section below. Further information pertaining to our solutions for US Federal Government can be found at www.veeam.com/federal.html.

Customer Support issue resolution

A Veeam Support Engineer will contact you by phone and/or email or a combination of both as appropriate during the resolution process. Severity levels may be adjusted with customer consent and mutual agreement on the degree of the impact based on the Severity definitions.

Veeam Support provides trained resources to research and resolve issues on a timely basis. While an issue is open, the support team will keep you informed of the resolution status, and will notify you when a reported issue has been resolved. If at any point during the resolution process, you become dissatisfied with the handling of your issue, simply contact the case owner and request an escalation to the manager. This allows us to understand your concerns and make adjustments in resources if necessary.

We will make three attempts, on separate business days, to contact you for updates or information on an open case. If we are unable to make contact with you, we may close the case without your consent. If the issue continues to exist, you may open a new case and reference the old one.

Resolution of a support case can include any of the following actions:

- Software that provides a fix for the problem (case closed)
- Permanent business or system workaround (case closed)
- Temporary business or system workaround (case severity level is reduced)
- Action plan for the development of a fix or workaround: Milestones and dependencies are set, communicated, and tracked (case severity level might be changed)
- Issue is a customer-specific customization or enhancement, and is not covered under maintenance (customer notification, case closed)
- Customer may be required to upgrade if fix is included in the current GA release

Beyond the scope of Veeam Support's responsibility

- It is beyond the scope of Veeam Support's responsibility to provide installation, configuration, and upgrades of our products. Walkthroughs of installations and upgrades are not supported.
- Veeam Support does not write scripts on demand. Custom script troubleshooting is not supported.

Third-party software support

We will assist you in problem analysis to determine whether the issue is caused by third-party software or hardware. In order to isolate the problem, and if we believe we have reason, we may ask you to remove third-party software or hardware product.

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 support case with the third-party vendor support organization.

Feature requests

Veeam always welcomes feature requests, as we highly value feedback from our community on how to continue to make our products even better. If you have a suggestion for our software's functionality or feature set, please visit our [Veeam Community Forums](#) and create a topic describing your request or create a case with our Support Team and describe the desired behavior and a use case, and the Veeam Support Engineer will submit a Feature Request on your behalf.

Customer satisfaction surveys

We periodically survey customers to obtain additional feedback on recent experiences with Veeam Customer Support, and the survey results are reviewed by management. When a support case is closed, an email may be sent to the customer contact associated with the case.

Product lifecycle

Level of support services provided depends on the lifecycle phase determined for specific version of the product. Current versions of the products are eligible for full support that includes support services and updates/fixes, while support for older versions may be limited. A list of known workarounds or existing fixes and assistance with upgrading to a supported version is available for customers using old or discontinued versions.

The list is updated each time there is a release. For the current list of products and their status please see the product release matrix located at www.veeam.com/support/releasestatus.pdf

Previous versions support

- New Releases — All new products issued for General Availability (GA).
- Current Releases — To maximize the quality of our service, Veeam limits technical support to the products listed on the release matrix.
- Releases designated as End of Fixes — Support is available, existing program fixes are available, but no new fixes will be created and no enhancements will be made.
- Releases designated as End of Support or Withdrawal from the Market — No support is available.
- For unsupported releases, new product enhancements and fixes will not be available. Veeam does not have an obligation to provide support for software that has been publicly designated End of Support, Withdrawn from the Market, or similarly designated.

Product maintenance

Our goal is to go beyond quickly solving problems, and actually prevent similar problems from occurring in future in the first place.

As a result, stringent quality control procedures are built into the development and release cycle of new products and releases. A typical product goes through multiple test phases – Quality Assurance, Alpha Test, Beta Test, and Controlled Release before it is made generally available.

Issues sometimes occur with complex software operating in equally complex and demanding environments. Fixes and resolutions are often rolled into the next product release, and others are included as part of the next maintenance release, and most urgent are addressed with a hotfix that can be applied on specific product version. Please note that access to hotfixes, patches and updates requires active maintenance contract. Users of Community, Free and NFR licensed products receive fixes by downloading periodic generally available product releases. When applicable, we announce the availability of new releases on the web and through email.

Contacts














Web support page

www.veeam.com/support.html

Veeam Licensing Policy

<https://www.veeam.com/licensing-policy.html>

Phone numbers

Region	Phone number	Region	Phone number
North America		Middle East/Africa	
 Canada	+1 647 694 0922	 Egypt Toll-Free	0 800 000 9562
 United States	+1 614 339 82 52	 Israel	+972 2 372 4351
 United States Federal Government	+1 240 399 50 82	 Saudi Arabia Toll-Free	800 814 6659
 United States Toll-Free	1 800 913 1940	 South Africa	+27 11 062 3011
 United States Toll-Free	1 800 774 5124	 UAE Toll-Free	8000 3570 3954
Europe		Asia Pacific	
 Belgium	+32 78 48 02 54	 Australia	+61 2 6108 4305
		 Australia	+61 2 8014 4545

	Czech Republic Toll-Free	800 022 924
	Denmark	+45 78 77 54 76
	France	+33 1 70 61 83 74
	Germany	+49 89 2109 4962
	Ireland Toll-Free	1 800 818 910
	Israel	+972 2 372 4351
	Italy	+39 042 6047505
	Netherlands	+31 8 58880655
	Norway	+47 854 04 385
	Poland	00 800 112 51 01
	Russia	+7 495 646 77 06
	Spain	+34 911 829 760
	Sweden	+46 10 199 25 77
	Switzerland	+41 22 533 11 49
	Turkey	+90 212 975 01 75
	UK Toll-Free	0 800 051 89 36

Latin America

	Argentina	+54 11 5984 2088
	Brazil	+55 11 3958 7370
	Brazil Toll-Free	0 800 761 2311
	Chile	+56 22570 8684
	Colombia	+57 1 381 0636
	Mexico	+52 55 4741 1493
	Peru Toll-Free	0 800 70 008

	Australia Toll-Free	1 800 648 604
	China	+86 10 5643 8383
	China Toll-Free	400 990 9444
	Hong Kong	+852 5808 2870
	India Toll-Free	000 800 100 8769
	Indonesia	+62 855 7467 0334
	Japan Toll-Free	0120 922 345
	Malaysia Toll-Free	1 800 818 147
	New Zealand	+64 9 974 9594
	New Zealand Toll-Free	0 800 456140
	Philippines	+63282312112
	Singapore	+65 3158 2239
	South Korea Toll-Free	00798 14 203 0092
	Taiwan Toll-Free	0 800 868 280
	Thailand Toll-Free	1 800 294 298
	Vietnam	+84 23 6445 8069