

# Veeam Customer Support Policy

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## Contents

<b>1. Overview</b>	<b>2</b>
<b>2. Supported languages</b>	<b>3</b>
<b>3. Support programs</b>	<b>3</b>
3.1. Premier Support	3
3.2. Production Support	3
3.3. Basic Support	3
3.4. Evaluation Support	3
3.5. Support programs comparison matrix	4
3.6. Business hours	4
<b>4. Severity definitions and response time SLA</b>	<b>4</b>
4.1. Severity level guidelines	4
4.2. Evaluation customers	4
4.3. Community, Free and NFR licensed products	5
4.4. Severity level descriptions	5
4.5. Target Response SLA	6
<b>5. Contacting Customer Support</b>	<b>6</b>
5.1. Logging a case	6
5.2. Submitting a support case	7
5.3. Via the web	7
5.4. Via the phone	7
5.5. Contact Support Account Manager (For Premier Support customers only)	7
5.6. Following up	7
5.7. Customer Support issue resolution	8
5.8. User scripts	8
5.9. Feature requests	8
5.10. Customer satisfaction surveys	8
<b>6. Veeam Product Lifecycle</b>	<b>9</b>
6.1. Support of releases	9
6.2. Product maintenance	9
<b>7. Third-party software support</b>	<b>9</b>
<b>8. Experimental features support</b>	<b>10</b>
<b>9. Support of customers using public cloud services</b>	<b>10</b>
<b>10. United States Federal Government support</b>	<b>10</b>
<b>11. Contacts</b>	<b>11</b>
11.1. Web support page	11
11.2. Veeam Licensing Policy	11
11.3. Phone numbers	11

## 1. Overview

Only case administrators, license administrators and Support Partners are able to submit support cases. Please check [Case administrators' management user guide](#) for managing your environment and [Support Partners case management](#) if a Veeam® Partner needs to open cases on your behalf. For quicker support, please have your valid Support ID, if calling to open a support case.

This Customer Support Guide details our support services, contact information and best practices for contacting support to ensure quick responses and issue resolution.

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

### **Veeam R&D forums**

Exchange information with other Veeam customers and team behind the product; contains product-specific conferences.

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.

### **Customer Portal**

Please log on to [Customer Portal](#) to:

- Create / manage your support cases
- Request "one click update"
- Attach logs to existing cases
- Obtain product downloads and patches
- Manage your licenses

### **Knowledge Base**

Browse how to articles and search for solutions to common questions at [Knowledge Base](#).

### **Technical Documentation**

Review and download the latest [Technical Documentation](#) online.

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. 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 Data Privacy Policy](#) to learn how we use and protect your information.

## 2. 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).

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

After customer business hours, all first-level support is in English only. All second and third-level support is offered in English only.

## 3. Support programs

All customers with paid maintenance contract or evaluation license in effect are entitled to contact support via web or phone within the hours specified below in the Business Hours section. Free license customers have support via web or email only on a best effort basis only.

Please note that phone support requires a case be opened on the Customer Portal first in order to route your call to the correct specialist.

### 3.1. 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.

### 3.3. 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.

### 3.2. 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.

### 3.4. Evaluation Support

Evaluation Support program provides software support services during business hours (Monday through Friday) as defined below during the defined evaluation period.

### 3.5. Support programs comparison matrix

Service	Evaluation support	Basic support	Production support	Premier support
<b>Product updates</b>	NA	Yes	Yes	Yes
<b>Product upgrades</b>	NA	Yes	Yes	Yes
<b>Technical support</b>	Phone/web	Phone/web	Phone/web	Phone/web/SAM

### 3.6. Business hours

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

Support program	Business hours
<b>Evaluation</b>	Mon – Fri 8 a.m. – 5 p.m.
<b>Basic</b>	Mon – Fri 8 a.m. – 8 p.m.
<b>Production</b>	24/7/365
<b>Premier</b>	Support available: 24/7/365 Support Account Manager

Support of FREE/NFR licensed products is provided on a best-effort basis

## 4. Severity definitions and response time SLA

### 4.1. 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 Analyst 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 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.

### 4.2. Evaluation customers

We make best effort to provide equivalent of "Basic Support" response times to customers with valid trial license during the official evaluation period.

### 4.3. 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. Access to hot fixes, patches and updates requires an active maintenance contract for at least one deployment of the corresponding product. Users without an active maintenance contract receive fixes by downloading periodic generally available product releases.

Similarly, General Inquiry cases regarding feedback for Veeam websites and services do not have SLA's or Phone Support.

### 4.4 Severity level descriptions

Severity	Description	Target premier response SLA	Target production response SLA	Target basic response SLA
<b>Severity 1</b>	<ul style="list-style-type: none"> <li>A business critical software component or a Veeam managed system is inoperable or unavailable.</li> <li>Production system is down; or there is an emergency condition.</li> <li>Requires an immediate workaround or solution.</li> </ul> <p><b>Examples:</b> 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.</p>	30 minutes	1 hour	2 business hours
<b>Severity 2</b>	<ul style="list-style-type: none"> <li>Adversely impacting Production operations, but the production system is not down.</li> <li>Product operates, but is seriously restricted.</li> </ul> <p><b>Examples:</b> Production application response times or system performance are slow, system is available. Some monitoring or backups are impacted.</p>	30 minutes	3 hours	8 business hours
<b>Severity 3</b>	<ul style="list-style-type: none"> <li>A non-production issue.</li> <li>The majority of functions are still usable, a limited condition that can be readily circumvented.</li> </ul> <p><b>Examples:</b> non-production application response times or system performance are slow, system is available. Some monitoring or backups are impacted.</p>	30 minutes	6 hours	12 business hours
<b>Severity 4</b>	<ul style="list-style-type: none"> <li>Minor issue or question that does not affect the product function, and can be readily circumvented.</li> </ul> <p><b>Examples:</b> "How to" questions; the text of a message, or page of documentation is worded poorly or misspelled, General Feedback.</p>	30 minutes	8 hours	24 business hours

## 4.5. Target Response SLA

Severity	Target response SLA				
	Premier	Production	Basic	Evaluation	Free/nfr
<b>Severity 1</b>	30 minutes	1 hour	2 business hours	NA	NA
<b>Severity 2</b>	30 minutes	3 hours	8 business hours	8 business hours	Best effort
<b>Severity 3</b>	30 minutes	6 hours	12 business hours	12 business hours	Best effort
<b>Severity 4</b>	30 minutes	8 hours	24 business hours	24 business hours	Best effort

## 5. Contacting Customer Support

Your organization will need to [designate case administrators or other roles](#) who will be 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
- Support ID\*
- Case number (required for phone support)
- Product name, release level and any maintenance applied to the product

*\*Support ID provided must match the Support ID currently installed in the product experiencing issues.*

### 5.1. Logging a 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 and email where you can be reached
- Best time to reach you, and contact method (i.e. email/phone)

## 5.2. Submitting a support case

We offer a variety of methods to work with Support. We encourage you to set the initial severity level for the problem when submitting a case.

## 5.3. Via the web

Only the license administrator, designated case administrators, and [Support Partners](#) (if applicable) can file a case using a web browser in the [Customer Portal](#). 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.

## 5.4. Via the phone

In order to access phone support, you must first open an existing case on the Customer Portal as in the method above. This process will give you a case number which you can immediately use to access phone support if desired. This requirement allows us to do advanced routing and get your call to the correct specialist for your issue as well as attempt to reconnect you with an engineer you have previously worked with on this issue. Local and toll free phone options are listed in [Contacts below](#).

If the issue you have reported requires collecting and analyzing diagnostic information, the engineer may request such information from you or collect it during a brief remote session. While the 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 engineer receives the required diagnostic information, they will investigate it offline and get back to you.

Phone support is available for Technical and Licensing cases only. General Inquiry cases regarding feedback for Veeam websites and services do not have Phone Support or SLA's.

## 5.5. Contact Support Account Manager (For Premier Support customers only)

Contact your Support Account Manager 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 SAM 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.

## 5.6. Following up

A 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.



## 5.7. Customer Support issue resolution

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, you may use the [Talk to Manager form](#). 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)

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.

## 5.8. User scripts

Veeam Support does not write scripts on demand. Custom script troubleshooting is not supported.

## 5.9. 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 R&D 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 Support Representative will submit a Feature Request on your behalf.

## 5.10. Customer satisfaction surveys

After case closure we survey customers involved in Support interactions to obtain additional feedback on recent experiences with Customer Support, and the survey results are reviewed by management. The email contains a link to an online survey with questions covering areas such as the handling of the support case, professionalism, knowledge of the support analyst and overall satisfaction with the management of the case. To complete the survey, click the link in the survey email you receive after case closure.

## 6. Veeam 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 [Veeam Product Lifecycle Policy](#).

### 6.1. Support of releases

- 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.

### 6.2. Product maintenance

Our goal is to go beyond quickly solving problems, and actually preventing problems from occurring 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 officially released.

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. When applicable, we announce the availability of new releases on the web and through email.

Hotfix development is only available to customers who are upgraded to the most recent publicly available build of impacted products.

## 7. 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.

## 8. Experimental features support

Features and functionality of Veeam products marked as "Experimental" in Technical Documentation and/or in any release notes (information), and/or in any other articles, bulletins, etc. allow customers access to software features that are still in the early stages of Veeam's quality control process which have not been thoroughly tested across all scenarios and/or all platform versions. Veeam makes these features available to get early feedback and validation through field testing in different environments.

Veeam will officially support features and functionality marked as "experimental" with the following limitations:

- Support SLAs described above in this Policy are not guaranteed.
- Hotfixes and patches related to experimental features have lower priority, as the preference is given to non-experimental features.

## 9. Support of customers using public cloud services

In some cases, to support customers using public cloud services, Veeam Support Engineers need to perform operations that utilize these public cloud services (e.g., upload or download data). Mentioned steps may incur additional cloud service charges from cloud service providers. By proceeding with these steps, customers acknowledge and agree that they are explicitly informed about potential charges, and Veeam will not be liable for any additional costs or any damages resulting from the proposed troubleshooting steps.

## 10. 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 citizen based Federal Support is directly 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 and can be paged outside of these hours. To contact Veeam Support at any time, call our US Federal Government phone number listed in the phone number section below. An existing case created via the Customer Portal is required to access phone support and to ensure that your call is only handled by approved engineers/territories. Further information pertaining to our solutions for US Federal Government can be found at [www.veeam.com/federal.html](http://www.veeam.com/federal.html).

## 11. Contacts

### 11.1. Web support page

[www.veeam.com/support.html](http://www.veeam.com/support.html)

### 11.2. Veeam Licensing Policy

[www.veeam.com/licensing-policy.html](http://www.veeam.com/licensing-policy.html)

### 11.3. Phone numbers

Call the Veeam Technical Support team via a phone number of the country you're based in.

In order to access phone support, you must first open an existing case on the Customer Portal as detailed in Section 5.3 above. This process will give you a case number which you can immediately use to access phone support if desired. This requirement allows us to do advanced routing and get your call to the correct specialist for your issue as well as attempt to reconnect you with an engineer you have previously worked with on this issue.

#### North America

Canada	+1 647 694 0922
United States (Toll-free)	1 800 774 5124
United States (Toll-free)	1 800 913 1940
United States	+1 614 339 82 52
US Federal Government	+1 240 399 50 82

#### Middle East/Africa

South Africa	+27 11 062 3011
Saudi Arabia (Toll-free)	800 814 6659
United Arab Emirates (Toll-free)	8000 3570 3954
Egypt	0 800 000 9562

#### Latin America

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

**Europe**

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Belgium	+32 78 48 02 54
Denmark	+45 78 77 54 76
France	+33 1 70 61 83 74
Germany	+49 89 2109 4962
Israel	+972 2 372 4351
Italy	+39 042 6047505
Netherlands	+31 8 58880655
Norway	+47 854 04 385
Poland (Toll-free)	00 800 112 51 01
Portugal	+351 30 880 1730
Russia	+7 499 213-03-57
Spain	+34 911 829 760
Sweden	+46 10 199 25 77
Switzerland	+41 22 533 11 49
Czech Republic (Toll-free)	800 022 924
Ireland (Toll-free)	1 800 818 910
UK (Toll-free)	0 800 051 89 36
Turkey	+90 212 975 01 75

**Asia Pacific**

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Australia (Toll-free)	1 800 648 604
Australia	+61 2 6108 4305
Australia	+61 2 8014 4545
Hong Kong	+852 5808 2870
India	000 800 100 8769
Japan (Toll-free)	0120 922 345
New Zealand (Toll-free)	0 800 456140
New Zealand	+64 9 974 9594
Singapore	+65 3158 2239
China	+86 21 6035 1533
China (Toll-free)	400 990 9444
Malaysia (Toll-free)	1 800 818 147
Thailand (Domestic Toll-free)	1 800 294 298
South Korea (Toll-free)	00798 14 203 0092
Taiwan (Domestic Toll-free)	0 800 868 280
Indonesia	+62 855 7467 0334
Philippines	+63 2 231 2112
Vietnam	+84 23 6445 8069