

Customer Expectations When Using Our Best-Effort Support

This article outlines customer expectations when using our best-effort support and explains how it works.

Customer Support Without a Professional Plan

Except for issues that fall directly within our responsibility and services associated with a professional support plan, we provide best-effort support in all other cases.

In simple terms, best-effort support means we strive to assist you to the best of our abilities. Legally, it entails making all reasonable endeavors to deliver support to the highest of our capabilities.

Support for Issues Outside of Our Responsibility

Here's what you can expect when requesting support for issues like:

- My WordPress website stopped working after installing a plugin or changing a setting.
- I stopped receiving emails after changing a DNS entry in my domain.
- The web server on my unmanaged server crashed.

We always advise creating backups before making alterations that you do not fully comprehend. If feasible, reversing your previous actions or restoring a backup related to the changes you made might be the quickest solution to your problem.

If you can't restore a backup or prefer not to, we'll provide instructions to assist you with your issue whenever possible.

If there's a specific section of the instructions you don't understand, we'll send an article with additional guidance. If you continue to face difficulties, we'll do our utmost to help you troubleshoot the problem or further clarify the instructions.

If you still cannot follow our instructions after we provide illustrative examples (which might include images or videos), we'll send you a quote to resolve the issue on your behalf (when possible).

Please be aware that to prevent potential misuse of our best-effort support, we will refer you to previously opened support requests for recurring issues. For instance, if you repeatedly install plugins on your websites causing the same or similar issues, and we've assisted you in the past, we will direct you to the previous instructions.

For unknown or undocumented issues, we may need more information to replicate the problem, such as a video from you demonstrating the issue or your permission to access your service.

Asking for Support to Complete a Task

You may contact us for help with tasks like:

- Changing a DNS entry on your service.
- Creating an email account.

- Accessing the FTP service.

In these situations, we'll provide instructions to assist you whenever possible.

If a specific section of the instructions we sent isn't clear to you, we'll send an article with further guidance. If you continue to experience difficulties, we'll do our best to make the instructions even clearer.

If, even after we provide illustrative examples (which may include images or videos), you still can't follow our instructions, we'll send you a quote to carry out the task on your behalf.

Please note, to prevent potential misuse of our best-effort support, we'll refer you to previously opened support requests for recurring tasks. For instance, if you repeatedly ask how to create an email account on your web hosting service and we've already assisted you in the past, we'll direct you to the previous instructions.

New Customers

We offer a free migration service with all of our web hosting plans (including reseller plans) and managed services (for example, managed VPS plans) to help you sidestep the tedious task of migrating the data yourself.

Furthermore, as a new customer, you receive priority support through Live Chat and other similar contact methods (such as Telegram) during the first 30 days. This will help you resolve any potential issues more quickly and get started with our service.

After the initial 30 days, you can still request support via email and tickets, while best-effort support requests through live chat or similar contact methods may require an appointment.

Reselling Web Hosting Services

If you've opted for a plan that permits you to resell web hosting services, it's important to understand that the prices we charge do not include support for your customers. Unless otherwise stated in writing, your customers cannot reach out to us for any form of support. In essence, you are solely accountable for providing support to your customers.

Reseller Web Hosting plans offer more resources at lower costs per GB of disk space and other resources, compared to web hosting services sold to end customers. The pricing of these plans reflects a discount not just because you are purchasing in bulk, but also because you will be the one offering support to your customers.

Even if you don't opt for a professional support plan, our best-effort support is available for most topics. However, as a reseller, it's expected that you or someone in your company will take note of the information and instructions we provide, in order to avoid repeated support requests on the same topic.

Recording the information and instructions we provide benefits everyone, especially your customers, who won't have to wait for a third-party response. Ultimately, being able to resolve support requests faster will contribute to the success of our businesses.

As a reseller, we recommend opting for a professional support plan if you struggle to keep track of the provided instructions. Best-effort support requests for similar tasks or issues will be assigned a lower priority to prevent impacting response times for other customers who don't exhibit the same behavior.

High-Quality Services on a Budget

Within the first 30 days, we may address issues beyond our remit (for instance, with your WordPress installation) to assist you in getting started. However, please don't assume this service will continue for free.

We deliver high-quality services within a budget. The notion of having "your system administrator, developer, or IT consultant for \$5/month" — regardless of your payment amount — is not part of our offer. We recommend subscribing to a professional support plan if you desire any of our team members to perform tasks on your behalf.

Professional Support Plans

If you spend over 250 USD/month on services (excluding domains, licenses, and SSL Certificates), you can make best-effort support requests through Live Chat or similar contact methods without needing an appointment or a professional support plan.

Our professional support plans could be an attractive option for companies seeking direct support through Live Chat or similar contact methods, without having to schedule an appointment. Additionally, subscribing to a support plan could be beneficial if you prefer to outsource tasks or solve issues that might fall outside our standard responsibility.

More Information

You can find more detailed information in our support policy. Alternatively, please don't hesitate to contact us.

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