OVHcloud®

Data Sheet

OVHcloud® Support Levels

Matching the right level of technical support to your response needs

The challenge

As infrastructure scales across bare metal, private cloud, and public cloud, so can the cost of an unresolved incident. Incidents will happen; what matters is how quickly you get help when they do. Without a support plan matched to your risk, you either overpay for coverage non-critical workloads don't need, or are under-supported, waiting hours for a response, when a critical production incident hits. The result: unpredictable downtime, frustrated internal teams, and a support budget that isn't sized to the business impact.

Solution overview

OVHcloud offers tiered technical support designed to manage risk across test and small-scale workloads, production environments, and mission-critical infrastructure. Standard support is included with every OVHcloud solution with access to documentation, community, and monitoring tools. For production workloads, choose Business or Enterprise support with 24/7 technical coverage and faster incident response; at the Enterprise support level, you get a dedicated Technical Account Manager and account-level governance for the most critical environments.

Choosing the right support level, and why now

Choosing the right plan starts with matching your support level to your workloads' requirements. Like insurance, the best time to choose a plan is before an incident hits. We offer options to help manage your risk, including:

- **Required urgency:** Priority 1 issue (P1) response time starts at 3 hours (Standard) and goes to 30 minutes (Business) and 15 minutes (Enterprise) as needs grow.
- **Workload status:**
  - **Production workloads need Business support or above:** 24/7 technical support and a dedicated phone line replace business-hours-only coverage.
  - **Mission-critical, complex workloads need Enterprise support:** a dedicated Technical Account Manager tracks issues and flags risks before they escalate, while a Strategic Account Manager aligns your support plan with broader priorities like renewals and growth, turning monthly KPI reviews into an ongoing partnership.
- **Cost vs. risk:** Business support is 10% of monthly billing (min. $250/month); Enterprise support is 30% of monthly billing (min. $5,000/month). Think of it as coverage weighed against the cost of downtime.

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Key capabilities

Capability / feature	Business outcome
24/7 data center monitoring & hardware intervention	Consistent infrastructure reliability at every support level
Priority-based incident ticketing (P1–P5)	Requests are triaged and routed by business impact, not submission order
Tiered response-time objectives	From 3 hours (Standard) down to 15 minutes for P1 incidents (Enterprise)
Dedicated phone line (Business & Enterprise)	Direct access for production-impacting issues, at no additional charge
Technical Account Manager (Enterprise)	Single point of contact, onboarding, and monthly activity reporting
Custom monthly KPI review (Enterprise)	Ongoing performance tracking plus an improvement plan for critical environments

Use cases

Use case	Description
Development, testing & experimentation projects	Standard support's self-service Help Center, community, and monitoring tools suit low-criticality, non-production environments.
Production workloads with real business impact	Business support's 24/7 coverage and 30-minute P1 response objective keep customer-facing production environments running.
Mission-critical or regulated production infrastructure	Enterprise support includes an assigned Technical Account Manager, 15-minute P1 response objective, and custom monthly KPI reviews to support the highest-stakes environments.
Infrastructure migrations & disaster recovery testing	Certified Cloud Solutions Architects are available for an additional fee through Professional Services to guide installation and configuration during migrations and DR tests.
Governance across a growing, multi-environment estate	Enterprise support has monthly KPI reviews, improvement plans, and roadmap discussions to keep large or evolving infrastructures aligned with the business.

Support plan comparison

Capability	Standard	Business	Enterprise
Price	Included	10% of monthly bill (min. $250/month)[1]	30% of monthly bill (min. $5,000/month)[2]
Best suited for	Non-critical and test environments	Production environments	Critical production environments with business challenges
Monitoring	24/7 monitoring and intervention for hardware failures in OVHcloud data centers		
Online resources & self-help	Help Center, API Console, Looking Glass, Speed Test, Videos, YouTube		
Intervention monitoring tools	Service Status, Network Monitoring		
Technical support access	Unlimited support tickets		
Technical support hours	24/7		
Support	Break/fix support	+ Support for getting started with OVHcloud solutions	
Contact channels	Ticket (Control Panel or API); live chat (Mon.–Fri., 6:00 AM–5:00 PM EST); X (Twitter)	+ Dedicated phone line	
P1 (critical incident) response objective[3]	3 hours	30 minutes	15 minutes

Additional support services

Capability	Standard	Business	Enterprise
Support resources	-	-	Assigned Technical Account Manager
Onboarding	Digital		Technical Account Manager + Strategic Account Manager
Monitoring committee	-	-	Custom monthly review with KPI tracking + improvement plan[4]
Other services	-	-	OVHcloud roadmap review + workshops dedicated to technical solutions[4]
Delivery	-	-	Dedicated order tracking and scheduling
Private racks	-	-	On request[4]
Professional services	Certified Cloud Solutions Architects available for a one-time fee.		

[1]Public price is 10% of the customer's monthly infrastructure services bill, or a minimum of $250/month for support, whichever is greater.
[2]Public price is 30% of the customer's monthly infrastructure services bill, or a minimum of $5,000/month for support, whichever is greater.
[3]This response-time objective is for critical (P1) incidents.
[4]Depending on the services and subject to availability. Response times are not guaranteed.

Eligibility, terms, and next steps

Eligibility: Standard support is included with all OVHcloud solutions. Business and Enterprise support are available as add-on subscriptions based on the infrastructure cost

Billing: Business support is billed monthly at 10% of the customer's OVHcloud infrastructure services bill, or a $250/month minimum, whichever is greater. Enterprise support is billed monthly at 30% of the customer's OVHcloud infrastructure services bill, or a $5,000/month minimum, whichever is greater.

Terms: Response-time figures are service-level objectives, not contractual guarantees. Priority is selected by the customer when a ticket is opened, then confirmed by OVHcloud.

Ready to choose your support plan?

Contact our sales team:
https://us.ovhcloud.com/contact-sales

OVHcloud at a Glance

Over 1.6 Million Customers Worldwide	46 Data Centers Across 4 Continents	100 Tbps Global Network Capacity	44 Redundant PoPs	25+ Years as Cloud Provider