

Odin Customer Support Options

Odin Global Customer Support Overview Data Sheet

Are you using Plesk, Virtuozzo, or Odin Business Automation Standard and looking for support assistance? Many solutions to known problems are available through one of our Self-Support resources. These resources are provided at no cost to customers using any Odin product.

Self-Support Resources

Product Documentation - <http://www.odin.com/support/docs/>

Knowledge Base - <http://kb.odin.com/>

Odin Community Forum – <http://forum.odin.com/>

Should you require additional assistance, get the support you need and deserve — 24/7! Odin provides support around the clock so you get the answers you need when you need them

Product	Support Options	Where To Purchase Support
Plesk	<ul style="list-style-type: none">• Per Incident Support*• Plesk Product Installation (per server)• Plesk Upgrade Installation (per server)	http://www.odin.com/support/buy-support/
Virtuozzo	<ul style="list-style-type: none">• Per Incident Support*• Odin Virtualization Product Installation	http://www.odin.com/support/buy-support/
Odin Business Automation Standard	<ul style="list-style-type: none">• Per Incident Support*	http://www.odin.com/support/buy-support/
Software Updates / Upgrades	Odin Software Update Service (SuS) is included in the first year of the license for these products and can be renewed yearly for 20% of the retail price of your license key(s)	For further information: http://www.odin.com/support/#tab5
Support Operation Hours	Odin Support is available 7x24x365	Odin Support Page: http://www.odin.com/support/

*After we have confirmed your payment, you will receive an e-mail from our support system with instructions how to use the support incident. Entering a license key number above is optional when purchasing this type of support. Please note that once Odin Support starts working on the issue, your payment will not be refundable.



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