



OwnBackup's Customer Support Policy

Phone Support:

Monday – Friday: 3am to 4 pm EST
Sunday: 7am to 3pm GMT
(excluding company holidays)

Support Phone:

US: +1 (646) 503-5100
Israel: +972 (9) 3741321

Support Email: support@ownbackup.com

● Case Logging

- Telephone Support
- Email Support
- Webform via the OwnBackup Application

● Case Response time

- During Phone Support: 4 business hours
- During Off-hours: 6 hours
- Data Recovery: tickets related to user SaaS data loss & requests for assistance with recovery are automatically escalated & given priority.

● Resolution Process

1. Trouble Ticket opened
2. Engineer assigned to determine and resolve the issue when applicable
3. Work initiated to resolve the issue when applicable
4. Periodic reporting on the status of the resolution
5. Resolution confirmed with client

● Managed Backup Definition

- Users will be automatically notified by email of any backups that failed to complete or job failure (e.g compare, restore operation). Similarly, users will also be notified automatically of successful resumption of next scheduled backup.

- o OwnBackup monitors backup failures & actively contacts the customer in cases where an error persists in order to seek customer's cooperation to resolve the issue.
- Software service maintenance, which includes maintenance releases, enhancements, new versions, additions and modifications to the service, that it provides to all other customers under support for no additional fee.
- Fixing Bugs
 - o Critical bugs will generally be fixed in the next maintenance release.
 - o Non critical bugs will be scheduled according to a variety of considerations.
- Scheduled Outages are usually scheduled during Sunday morning (EST) and customers are typically notified via email if downtime is expected to exceed the four hour "Maintenance Window" (see [SLA](#)).

v1.1