

Technical services and paid interventions

Definition and ordering of the intervention

OVH offers for its clients free technical support by email and contact with our technical staff by telephone. The support covers both problems with your hosting services as well as with a dedicated server. It may sometimes occur that you encounter problems which are not covered by our service (for example, installation of software on your server, transfer of files from one hosting server to another). If you are in this situation, OVH prepared for you an offer of paid intervention conducted by our technicians. To order such an intervention it's sufficient to contact our technical support with your nichandle and a domain name/hosting concerned. Describe your problem in detail and our technicians will prepare an individual offer for you together with price estimate and a purchase order.