



MasterVM UG (haftungsbeschränkt)

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SUPPORT & ADDITIONAL SERVICES

Part I: Standard Operations

1. Included (Standard Support)

The following services are already included in the purchase price of your instance. These are essential maintenance tasks provided to ensure basic functionality:

- Full Server Reinstallation (via Control Panel or Manual Request)
- Power Management (Start / Stop / Reboot / Reset)
- Basic Network Configuration and Connectivity Checks
- Hardware Health Monitoring and Host Node Maintenance

Cost: 0.00 EUR (Included)



SUPPORT & ADDITIONAL SERVICES

Part II: Engineering & Customization

2. Individual Support

For specialized engineering, complex configurations, and third-party software installations, we charge a fee per started 30-minute increment. This covers:

- Windows / Linux Server Advanced Configurations (Active Directory, Web Servers, etc.)
- 3rd Party Software Troubleshooting and Installation
- Server Hardening, Security Audits & Performance Optimization
- Database Management and Scripting Assistance

Cost: 75.00 EUR / per started 30 Min



SUPPORT & ADDITIONAL SERVICES

Part III: Network Expansion & Validation

3. Additional IPv4 Resources

Expand your network capacity with additional dedicated IPv4 addresses. Each address is routed specifically to your instance:

- Dedicated IPv4 Address (Publicly Routable)
- Initial Routing and Interface Configuration included for free

Cost: + 2.70 EUR / per IP (Monthly Rental)

Important Support Notes

Please note that support requests for third-party software require a precise error description to ensure efficient resolution. Billing is transparently handled in 30-minute increments. For IPv4 addresses, the monthly rental fee applies in addition to the base server price.

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Almedine Iseni, Director