



Veeam Customer Support Policy

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1. Overview

Only case administrators, license administrators and Support Partners are able to submit support cases. Please check [Case administrators' management user guide](#) for managing your environment and [Support Partners case management](#) if a Veeam Partner needs to open cases on your behalf. For quicker support, please have your valid Support ID, if calling to open a support case.

This Customer Support Guide details our support services only for Veeam Software Products licensed to You according to Veeam End User License Agreement, contact information and best practices for contacting support to ensure quick responses and issue resolution.

Solution Design and Architecture Review (environmental reviews, configuration design/assistance, as well as planning, design, and implementation of the backup infrastructure) and Product Training are outside the scope of Veeam Support. Please contact your Sales Representative for assistance on such requests. Additional training resources are available at [Veeam University](#).

The [Veeam website](#) provides a wealth of information at your fingertips. Refer to the following online resources before you contact Veeam Customer Support.

Resources	Fingertips
Veeam R&D Forums	Get help for your Veeam products and software at Veeam R&D Forums. Exchange information with other Veeam customers and team behind the product; contains product-specific conferences. Maintained and moderated by product management team. By registering you will receive our Weekly Community Digest, which contains notifications of new patches. Available at no additional charge.
Customer Portal	Please log on to our Customer Portal to: • Create / manage your support cases • Request "one click update" • Attach logs to existing cases • Obtain product downloads and patches • Manage your licenses
Knowledge Base	Browse how to articles and search for solutions to common questions at Knowledge Base.
Technical Documentation	Review and download the latest Technical Documentation online.

In addition to the above, Veeam has voice-enabled services. By using or accessing the voice-enabled services, you consent to Veeam recording and collecting your voice input. The voice input will be used to provide the voice enabled services to you and improve Veeam products and services. Veeam won't use your voice input for any other purpose. Your privacy is important to us. Please read [Veeam Data Privacy Policy](#) to learn how we use and protect your information.

2. Supported languages

Veeam is pleased to offer first-level technical support services in the following languages for Veeam Backup & Replication and in English only for all other products during normal business hours (8 a.m. to 6 p.m. customer local time).

Region	Languages
United States	English, Spanish
Canada	English, French
Europe, Middle East, Africa	English, German, French, Russian, Spanish, Italian
Asia Pacific	English, Japanese, Chinese (Mandarin)
Latin America	English, Spanish, Portuguese

After customer business hours, all first-level support is in English only. All second and third-level support is offered in English only.

3. Support programs

All customers with paid maintenance contract or evaluation license in effect are entitled to contact support via web or phone within the hours specified below in the Business Hours section. Free license customers have support via web or email only on a best effort basis only.

Please note that phone support requires a case be opened on the Customer Portal first in order to route your call to the correct specialist.

3.1. Premier Support

Veeam Premier Support provides high-touch exemplary IT support to our top-tier customers, through personalized and effective service executed through an account-dedicated Support Account Manager (SAM) who will assist you from the very beginning of the case until it is completely resolved. Premier Support may not be available with all products.

3.2. Production Support

Production Support program provides 24/7 software support services and fast response times for critical issues. To receive Production Support, all production licensed sockets for a product must be licensed at Production Support levels, otherwise support defaults to Basic Support levels.

3.3. Basic Support

Basic Support program provides software support services during business hours as defined below, along with upgrades and updates to the products. One year of Basic Support is included with your product license purchase.

3.4. Evaluation Support

Evaluation Support program provides software support services during business hours (Monday through Friday) as defined below during the defined evaluation period.

3.5. Kasten Product Support

All nodes must be licensed and aligned to a valid support contract to receive proper levels of support, otherwise support defaults to Production Support levels.

3.6. Support programs comparison matrix

Service	Evaluation Support	Basic Support	Production Support	Premier Support
Product updates	NA	Yes	Yes	Yes
Product upgrades	NA	Yes	Yes	Yes
Technical Support	Phone/web	Phone/web	Phone/web	Phone/web/SAM

3.7. Business hours

Business hours are defined as follows during Customer local business days.

Support program	Business hours
Evaluation	Mon — Fri 8 a.m. — 5 p.m.
Basic	Mon — Fri 8 a.m. — 8 p.m.
Production	24/7/365
Premier	24/7/365 Support Account Manager available during your local business hours (see Section 5.5)
Support of FREE/NFR licensed products is provided on a best-effort basis	

3.8. VCSP Production Support Program

VCSP Production Support program provides 24/7 software support services and fast response times for critical issues. Production level support is available for all VCSP Partners who follow the following commitments and expectations:

- VCSP Partners are fully responsible for level one direct technical support of their customers and should establish a process to triage incoming level one issues from end users by accessing publicly available Veeam product documentation.
- When a technical issue goes beyond the partner's ability to solve, the partner will engage Veeam Support for assistance via the ticketing portal located [here](#).
- Veeam Support provides a global dedicated level two group of support personnel working 24x7x365 who specialize in working with VCSP Partners and their product portfolios.
- Upon creating a ticket with Veeam Support it is expected to provide required logging information in the portal (instructions can be found [here](#)) and to provide Veeam Support with a Veeam product error message from the logs or graphical interface to provide Veeam a useful diagnostic starting point for analysis.
- Customers of VCSP Partners cannot directly engage Veeam Support unless the customer has entered into separate license agreement(s) with Veeam directly. All support engagements will be coordinated through the VCSP Partner, and the partner will be responsible for managing the communication process with their customer and Veeam Support.
- If Veeam Support requires contact directly with the customer of the VCSP Partner, that partner will coordinate and participate in that communication.

- Based on the Veeam Support Policy, VCSP Partners may not set your customers as case administrators of your VCSP account. Additionally, doing so poses a security risk to the information you maintain for all your customers.
- Partner SLAs to their clients are independent of SLA arrangements between the partner and Veeam. Please consider using Veeam's first response SLAs in section 4.5 before defining your own SLA to your customers.

If your contract specifies a Support Level other than Production, all of the above applies except with respect to the timings and SLAs specific to your level of support.

4. Severity definitions and response time SLA

4.1. Severity level guidelines

Severity levels provide an indication of the urgency of an issue, and help us provide a rapid and effective response. Categorizing severity levels incorrectly hinders the overall case-handling process, and can adversely affect you. When you report an issue, you and the Veeam Support Analyst should discuss and agree upon an appropriate severity level. You have the option to request a change to the severity level of an issue as business conditions change around the impact.

Response goals are intended to provide a target for initial response to an issue or query. We will work a Severity 1 issue around the clock for Production and Premier Support if you have a technical resource available to work with us until:

- A resolution or workaround is in place and business impact has been mitigated.
- The severity is mutually downgraded.

4.2. Evaluation customers

We make best effort to provide equivalent of "Basic Support" response times to customers with valid trial license during the official evaluation period.

4.3. Community, Free and NFR licensed products

We do not provide phone support for Community, Free or NFR licensed products. Email support is provided on a best-effort basis depending on staff availability, but there are no response goals or response guarantees for this service. Access to hot fixes, patches and updates requires an active maintenance contract for at least one deployment of the corresponding product. Users without an active maintenance contract receive fixes by downloading periodic generally available product releases.

Similarly, General Inquiry cases regarding feedback for Veeam websites and services do not have SLA's or Phone Support.

4.4. Severity level descriptions

Severity	Description	Target Premier Response SLA	Target Production Response SLA	Target Basic Response SLA
Primary backup task — backup tasks completed from source production data				
Secondary backup task — redundant backup tasks of primary backup tasks sent to secondary locations (tape, backup copy, object storage, etc).				
Severity 1	- Missing production data needs urgently restored using one or more Veeam product(s) - Unable to access the user interface of one or more Veeam product(s) leading to complete loss of control over backup, replication and restore tasks - No backup and replication tasks are operating inside an entire Veeam application that backs up multiple servers or environments - Normal usage of Veeam products results in unexpected failure of production infrastructure systems - Failed recovery tasks resulting in breaches of regulatory compliance defined by a recognized governing system or entity The above points have no immediate workaround or solution available Examples: Excessive abnormal terminations impacting all monitoring, backups and schedules or a down/offline production system cannot be restored; application or system failure caused by a Veeam product.	30 minutes	1 hour	2 business hours
Severity 2	- Adversely impacting multiple primary backup tasks, but the production system is not down - Production operations are affected but impact is limited - Monitoring tasks to collect infrastructure information are failing Examples: Application response times or system performance are critically slow or primary backup or monitoring tasks are impacted.	30 minutes	3 hours	8 business hours

Severity	Description	Target Premier Response SLA	Target Production Response SLA	Target Basic Response SLA
Severity 3	- Limited primary backup task failures - Secondary backup task failures - Recovery verification operations are unsuccessful - Monitoring tasks to collect Veeam component information are failing Examples: Application response times or system performance is degraded, or secondary backup or monitoring tasks are impacted.	30 minutes	6 hours	12 business hours
Severity 4	- Minor issue or question that does not affect the product function and can be easily circumvented. - Issue resolution is classified as not a priority by the software user(s). Examples: "How to" questions; the text of a message, or page of documentation is worded poorly or misspelled, general feedback, or issue resolution is not time sensitive.	30 minutes	8 hours	24 business hours

4.5. Target Response SLA

Severity	Target Response SLA				
	Premier	Production	Basic	Evaluation	Free/NFR
Severity 1	30 minutes	1 hour	2 business hours	NA	NA
Severity 2	30 minutes	3 hour	8 business hours	8 business hours	Best effort
Severity 3	30 minutes	6 hour	12 business hours	12 business hours	Best effort
Severity 4	30 minutes	8 hour	24 business hours	24 business hours	Best effort

5. Contacting Customer Support

Your organization will need to [designate case administrators or other roles](#) who will be responsible for opening cases with Veeam, and receiving maintenance information. They should have the appropriate technical skills and system-level access to work with Veeam Support Engineers in resolving open issues. These support contacts will be your interface to Veeam Support, and should be notified of all issues that surface within your organization. They will escalate issues to Veeam Support as necessary.

- Be prepared to provide the following information:
- Your name, company name
- Support ID*
- Case number (required for phone support)
- Product name, release level and any maintenance applied to the product

5.1. Logging a case

Any information you can provide regarding the issue you are experiencing could have a significant impact on how fast the issue is diagnosed and resolved. You will be asked to provide the following information:

- Issue description, impact on your system and business operations, issue severity and the exact text of error messages and diagnostic details
- Steps to reproduce the problem, known workarounds
- Contact number and email where you can be reached
- Best time to reach you, and contact method (i.e. email/phone)

5.2. Submitting a support case

We offer a variety of methods to work with Support. We encourage you to set the initial severity level for the problem when submitting a case.

5.3. Via the web

Only the license administrator, designated case administrators, and [Support Partners](#) (if applicable) can file a case using a web browser in the [Customer Portal](#).

Please follow the new case wizard to open a case. Upon submitting the case, you will receive an electronic confirmation with a unique case number sent to your email address. You will also be able to see the case in the open cases management tab.

*Support ID provided must match the Support ID currently installed in the product experiencing issues.

5.4. Via the phone

In order to access phone support, you must first open an existing case on the Customer Portal as in the method above. This process will give you a case number which you can immediately use to access phone support if desired. This requirement allows us to do advanced routing and get your call to the correct specialist for your issue as well as attempt to reconnect you with an engineer you have previously worked with on this issue. Local and toll free phone options are listed in [Contacts below](#).

If the issue you have reported requires collecting and analyzing diagnostic information, the engineer may request such information from you or collect it during a brief remote session. While the engineer will attempt to gather as much detail as possible, they will not investigate the log files online. To make log analysis efficient, we use log parsing tools and other resources available only internally. Once the engineer receives the required diagnostic information, they will investigate it offline and get back to you.

Phone support is available for Technical and Licensing cases only. General Inquiry cases regarding feedback for Veeam websites and services do not have Phone Support or SLA's.

5.5. Contact Support Account Manager (For Premier Support customers only)

Contact your Support Account Manager who will assign a ticket to the most appropriate Senior Support Engineer. We start issue analysis within 30 minutes after a call/ticket is logged. Your dedicated SAM is available to you during your local business hours and will act as the direct point of contact for the coordination of issue management and problem resolution.

5.6. Following up

A Support engineer will contact you by phone and/or email or a combination of both as appropriate during the resolution process. Severity levels may be adjusted with customer consent and mutual agreement on the degree of the impact based on the Severity definitions.

5.7. Customer Support issue resolution

Veeam Support provides trained resources to research and resolve issues on a timely basis. While an issue is open, the support team will keep you informed of the resolution status, and will notify you when a reported issue has been resolved. If at any point during the resolution process, you become dissatisfied with the handling of your issue, you may use the [Talk to Manager form](#). This allows us to understand your concerns and make adjustments in resources if necessary.

We will make three attempts, on separate business days, to contact you for updates or information on an open case. If we are unable to make contact with you, we may close the case without your consent. If the issue continues to exist, you may open a new case and reference the old one.

Resolution of a support case can include any of the following actions:

- Software that provides a fix for the problem (case closed)
- Permanent business or system workaround (case closed)
- Temporary business or system workaround (case severity level is reduced)
- Action plan for the development of a fix or workaround: milestones and dependencies are set, communicated and tracked (case severity level might be changed)
- Issue is a customer-specific customization or enhancement, and is not covered under maintenance (customer notification, case closed)

It is beyond the scope of Veeam Support's responsibility to provide installation, configuration and upgrades of our products. Walkthroughs of installations and upgrades are not supported.

5.8. User scripts

Veeam Support does not write scripts on demand. Custom script troubleshooting is not supported. Design, process walk-throughs, collaboration, code review, and other similar processes for developing code using Veeam's API endpoints (RESTful API and Powershell) is not supported as well. Only the official RESTful API endpoints and official Powershell cmdlets are supported. NET methods and classes, including .NET reflection, are not supported.

5.9. Feature requests

Veeam always welcomes feature requests, as we highly value feedback from our community on how to continue to make our products even better. If you have a suggestion for our software's functionality or feature set, please visit our [Veeam R&D Forums](#) and create a topic describing your request. Feature requests will be evaluated based on overall user need, demand, and technical viability. Though we cannot guarantee implementation of all requests, your feedback is valuable in helping us prioritize improvements that best serve our community.

5.10. Customer satisfaction surveys

After case closure we survey customers involved in Support interactions to obtain additional feedback on recent experiences with Customer Support, and the survey results are reviewed by management. The email contains a link to an online survey with questions covering areas such as the handling of the support case, professionalism, knowledge of the support analyst and overall satisfaction with the management of the case. To complete the survey, click the link in the survey email you receive after case closure.

5.11. Professional Communication Expectations

Veeam is committed to providing professional support services in a respectful and constructive environment. Customers are expected to engage with Veeam Support Engineers courteously. Veeam reserves the right to limit, postpone, or deny support if a customer engages in abusive, offensive, or threatening behavior, including but not limited to:

- Insulting, harassing, or discriminatory language
- Threats or intimidation
- Any other conduct that disrupts support services

Such actions may result in a warning, restriction, or termination of support services. Veeam will note and bring attention to these occurrences, but should no agreeable consensus be found, Veeam retains sole discretion in determining when behavior violates this Policy and taking appropriate action.

6. Veeam Product Lifecycle

Level of support services provided depends on the lifecycle phase determined for specific version of the product. Current versions of the products are eligible for full support that includes support services and updates/fixes, while support for older versions may be limited. A list of known workarounds or existing fixes and assistance with upgrading to a supported version is available for customers using old or discontinued versions.

The list is updated each time there is a release. For the current list of products and their status please see the [Veeam Product Lifecycle Policy](#).

6.1. Support of releases

- New releases — All new products issued for General Availability (GA).
- Current releases — To maximize the quality of our service, Veeam limits technical support to the products listed on the release matrix.
- Releases designated as End of Fixes — Support is available, existing program fixes are available, but no new fixes will be created and no enhancements will be made.
- Releases designated as End of Support or Withdrawal from the Market — No support is available.
- For unsupported releases, new product enhancements and fixes will not be available. Veeam does not have an obligation to provide support for software that has been publicly designated End of Support, Withdrawn from the Market or similarly designated.

6.2. Product maintenance

Our goal is to go beyond quickly solving problems, and actually preventing problems from occurring in the first place.

As a result, stringent quality control procedures are built into the development and release cycle of new products and releases. A typical product goes through multiple test phases — Quality Assurance, Alpha Test, Beta Test and Controlled Release before it is officially released.

Issues sometimes occur with complex software operating in equally complex and demanding environments. Fixes and resolutions are often rolled into the next product release, and others are included as part of the next maintenance release, and most urgent are addressed with a hotfix that can be applied on specific product version. When applicable, we announce the availability of new releases on the web and through email.

Hotfix development is only available to customers who are upgraded to the most recent publicly available build of impacted products.

6.3. Kasten Product Release and Lifecycle

Hotfix development is only available to customers who are upgraded to the most recent publicly available build of impacted products.

Release Cadence:

- Veeam Kasten for Kubernetes publishes two major releases in a year, one in April/May, and the other in October/November of a calendar year.
- Maintenance and feature release are published every two weeks.

Bug Fix Policy:

- Software defects are fixed and integrated in incremental maintenance and feature releases of the latest major release of Veeam Kasten for Kubernetes.
- Any open issues will be targeted for the next major release.
- Example: Bug fixes for 4.0.12 will be integrated in 4.0.13. Issues found in 4.0.13 will be fixed in 4.5.x.

***Note:** Security fixes are prioritized on a case-by-case basis and integrated in incremental maintenance and feature releases of the latest major release of Veeam Kasten for Kubernetes.

End of Support Policy:

- A release is supported for six months from the date of that release.
- Customers running older versions should upgrade to a supported version, before contacting support.

7. Third-party software support

We will assist you in problem analysis to determine whether the issue is caused by third-party software or hardware. In order to isolate the problem, and if Veeam Support has reason to suspect an issue is related to third-party products, Veeam may ask you to remove third-party software or hardware product.

Support for third party software and hardware must be done by the respective third party vendor, including third party dependencies that Veeam may use.

8. Experimental features support

Features and functionality of Veeam products marked as “Experimental” in Technical Documentation and/or in any release notes (information), and/or in any other articles, bulletins, etc. allow customers access to software features that are still in the early stages of Veeam’s quality control process which have not been thoroughly tested across all scenarios and/or all platform versions. Veeam makes these features available to get early feedback and validation through field testing in different environments.

Veeam will officially support features and functionality marked as “experimental” with the following limitations:

- Support SLAs described above in this Policy are not guaranteed.
- Hotfixes and patches related to experimental features have lower priority, as the preference is given to non-experimental features.

9. Support of customers using public cloud services

In some cases, to support customers using public cloud services, Veeam Support Engineers need to perform operations that utilize these public cloud services (e.g., upload or download data). Mentioned steps may incur additional cloud service charges from cloud service providers. By proceeding with these steps, customers acknowledge and agree that they are explicitly informed about potential charges, and Veeam will not be liable for any additional costs or any damages resulting from the proposed troubleshooting steps.

10. Support for Veeam Configuration Databases

The following document outlines Veeam's responsibilities towards support for the SQL instance hosting the Veeam Configuration Database.

Supported Configurations

Only configurations referenced in the SQL Database section of the User Guide are eligible for [Support](#).

Installation and upgrades

Support will assist with basic installation troubleshooting. Administrators must ensure the Veeam Service Accounts have the required permissions as listed [here](#).

Certain security tooling (Group Policies, Anti-Virus, etc.) may cause issues during installation and may require that Veeam components be allow-listed or that the tooling be disabled entirely to allow installation to continue. Check with your AntiVirus and OS vendor recommendations for items to be allow-listed for the SQL Instance installation, and also ensure Exclusions from the following KB are set: <https://veeam.com/kb1999>.

In some cases, the SQL vendor or a specialized service organization may need to be involved in assisting with troubleshooting installation and upgrading issues that are unrelated to the Veeam product usage of the SQL database. Veeam Support may raise a case with the SQL vendor via TSANet or direct customers on how to open a support case with the SQL vendor. Customers or their commissioned service partner need to work with SQL vendor support on non-Veeam related issues and their general inquiries and web sessions. Veeam is also dedicated to supporting this task to ensure that all necessary information is made available for research and will continue cooperation until a conclusion can be reached. Veeam in that case can join web sessions on requests when the SQL vendor has specific questions related to our products.

Veeam Support does not assist with upgrades or patching the SQL Instance or Operating System hosting the Veeam Configuration Database.

Veeam Sales and Veeam Cloud Service (VCSP) Partners are trained and tasked to give customers the best service experience during the Veeam product lifecycle, including implementation, software updates/maintenance, and solution design. When the sales partner needs help with Veeam or Veeam infrastructure-specific assignment, they can contact a Veeam Accredited Service Partner (VASP) who specializes in all tasks around the Veeam ecosystem.

Database Modifications

Veeam Technical Support will assist to the extent it is possible to correct database issues/inconsistencies determined to be the result of incorrect behavior of the Veeam software. Circumstances may significantly limit Support's ability to resolve such issues.

Issues relating to incorrect behavior of the SQL Instance itself are supported by the SQL instance vendor (depending on the customer's contract with that vendor).

Modification of the database without supervision from Support is not supported; Veeam Support will not assist with correcting issues determined to be related to such modifications, and environments found with such modifications will not be supported.

Support will not provide database modifications (or assistance with modifications) intended to circumvent the intended behavior of the software.

Custom Scripts and Reporting

Veeam Support does not provide custom code on demand. Officially supported endpoints for Reporting purposes are the Veeam Powershell cmdlets and the official ReSTful API endpoints.

11. United States Federal Government support

As a US Federal Government agency, Veeam Support will assist you to determine the problem and solution utilizing the methods described above. US citizen based Federal Support is directly available Monday through Friday 8 a.m.— 9 p.m. EST, Saturday 12 p.m.— a.m. EST, and Sunday 12 p.m. — 8 p.m. EST and can be paged outside of these hours. To contact Veeam Support at any time, call our US Federal Government phone number listed in the phone number section below. An existing case created via the Customer Portal is required to access phone support and to ensure that your call is only handled by approved engineers/territories. Further information pertaining to our solutions for US Federal Government can be found at www.veeam.com/federal.html.

12. Contacts

→ Web support page
www.veeam.com/support.html

→ Phone numbers

Call the Veeam Technical Support team via a phone number of the country you're based in.

In order to access phone support, you must first open an existing case on the Customer Portal as detailed in Section 5.3 above. This process will give you a case number which you can immediately use to access phone support if desired. This requirement allows us to do advanced routing and get your call to the correct specialist for your issue as well as attempt to reconnect you with an engineer you have previously worked with on this issue.

North America

- Canada **+1 647 694 0922**
- United States (Toll-free) **1 800 774 5124**
- United States (Toll-free) **1 800 913 1940**
- United States **+1 614 339 82 52**
- US Federal Government **+1 240 399 50 82**

Europe

- Belgium **+32 78 48 02 54**
- Denmark **+45 78 77 54 76**
- France **+33 1 70 61 83 74**
- Germany **+49 89 2109 4962**
- Israel (Toll-free) **1 800 015 079**
- Italy **+39 042 6047505**
- Netherlands **+31 8 58880655**
- Norway **+47 854 04 385**
- Poland (Toll-free) **00 800 112 51 01**

→ Veeam Licensing Policy
www.veeam.com/licensing-policy.html

- Portugal **+351 30 880 1730**
- Spain **+34 911 829 760**
- Sweden **+46 10 199 25 77**
- Switzerland **+41 22 533 11 49**
- Czech Republic (Toll-free) **800 022 924**
- Ireland (Toll-free) **1 800 818 910**
- UK (Toll-free) **0 800 051 89 36**
- Turkey **+90 212 975 01 75**
- Ukraine **+380 89 3243810**

Latin America

- Argentina **+54 11 5984 2088**
- Chile **+56 22570 8684**
- Colombia **+57 1 381 0636**
- Mexico **+52 55 4741 1493**
- Peru (Toll-free) **0 800 70 008**
- Brazil (Toll-free) **0 800 761 2311**
- Brazil **+55 11 3958 7370**

Middle East/Africa

- South Africa **+27 11 062 3011**
- Saudi Arabia (Toll-free) **800 814 6659**
- United Arab Emirates (Toll-free) **8000 3570 3954**
- Egypt **0 800 000 9562**

Asia Pacific

- Australia (Toll-free) **1 800 648 604**
- Australia **+61 2 6108 4305**
- Australia **+61 2 8014 4545**
- Hong Kong **+852 5808 2870**

- India **000 800 100 8769**
- Japan (Toll-free) **0120 922 345**
- New Zealand (Toll-free) **0 800 456140**
- New Zealand **+64 9 974 9594**
- Singapore **+65 3158 2239**
- China **+86 21 6035 1533**
- China (Toll-free) **400 990 9444**
- Malaysia (Toll-free) **1 800 818 147**
- Thailand (Domestic Toll-free) **1 800 294 298**
- South Korea (Toll-free) **00798 14 203 0092**
- Taiwan (Domestic Toll-free) **0 800 868 280**
- Indonesia **+62 855 7467 0334**
- Philippines **+63 2 231 2112**
- Vietnam **+84 23 6445 8069**

About Veeam Software

Veeam, the #1 global market leader in data resilience, believes every business should control all their data whenever and wherever they need it. We're obsessed with creating innovative ways to help our customers achieve data resilience. We do that by offering purpose-built solutions that provide data backup, data recovery, data freedom, data security, and data intelligence. Headquartered in Seattle, with offices in more than 30 countries, Veeam protects over 550,000 customers worldwide, who trust Veeam to keep their businesses running. Learn more at www.veeam.com or follow Veeam on LinkedIn [@veeam-software](https://www.linkedin.com/company/veeam) and X [@veeam](https://twitter.com/veeam).

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