

## Remote-Hands-Service

Keyweb Hosting Support is available to you around the clock, 365 days a year for all technical work.

In addition to this support work, our IT specialists will be happy to carry out **further technical work on your systems for you on location or via remote access using Remote Hands Service.**

You will be informed of the costs generated by the use of Remote Hands via the ticket system in advance of the work. Only after the costs and work have been approved by you in writing in the ticket system the Remote Hands work will be carried out and invoiced.

### Overview of possible remote hands services

- ✓ Support of the delivered state of the server on the basis of KeyHelp or Plesk incl. software
- ✓ Installation & configuration of software, operating system, FTP servers, SMTP servers, SSL certificates, name servers, programming languages
- ✓ Carrying out updates
- ✓ Distribution upgrades
- ✓ Migrations
- ✓ Consulting, planning and installation of your backup solution
- ✓ Backup restore
- ✓ Housing support
- ✓ Advice on problems with applications and services (as far as possible)
- ✓ Support in identifying and combating security-related problems
- ✓ Windows support

### Note:

In addition to the general support, the **Managed Service** (already included in all dedicated server tariffs) covers technical work such as software installations, configurations and updates for a monthly **flat rate of €29.**

## Remote Hands price list

The following rates are based on the calculation of the remote hands costs. The prices are per hour and per person ( accounting takes place in 15-minute intervals).

<b>during business hours</b>	Monday – Friday 07:00 a.m. – 11:00 p.m.	29,00 € /15 min. 116,00 € / hour
<b>out of business hours</b>	Monday – Friday 11:00 p.m.– 07:00 a.m.  Samstag, Sonntag, Holidays in Thuringia	58,00 € /15 min. 232,00 € / hour

All prices include the currently applicable value added tax.

### Excluded from the Remote Hands costs are:

- ✗ Hardware defects of rental servers
- ✗ Reboot

Please ask for project work, such as programming activities, individually. With pleasure we will make you an offer.

Stand: 15. Dezember 2022