

Acronis® Advantage™



Acronis Advantage delivers enhanced support and maintenance to customers worldwide

Designed to meet the service, support, and troubleshooting demands of our customers, the Acronis Advantage programme provides a variety of support options including a self service and pay-per-incident support.

An enhanced self-service knowledge base library, 30-day standard support and expanded pay-per-incident support, aimed at providing customers with world-class service, at a level and cost that meet specific support needs.

The Acronis Advantage programme benefits include:

- A personalised and flexible array of services
- Service levels featuring fast response times to critical issues
- Direct interaction with knowledgeable Acronis support professionals

Acronis Advantage support services:

- **Acronis Advantage Standard Home** – Offers 10 x 5 support services Monday through Friday, 8.00-18.00 CET via chat and email with one of our dedicated support professionals during the 30 days following purchase. In the event of a critical system error, an engineer will respond within one business day.
- **Pay Per Incident** – Customers can access enhanced support services during and after 30 days of purchase by purchasing a single priority support incident, handled by one of Acronis' dedicated support professionals. It includes all chat, phone and email inquiries related to the resolution of one single technical problem. Pay Per Incident support can only be purchased on Acronis' web site by credit card.

Support Options

The Acronis Advantage programme offers a series of different service levels designed to fit your needs.

Standard Home Support

Included for the first 30 days. Help is available via chat and email during normal business hours 8.00 – 18.00 CET.

Pay Per Incident Support

Purchase support online with a credit card for a single incident.

Self Service

Find online information and troubleshooting articles by product or topic.

Customer Service

Get help with administrative, licence, serial number, web navigation, download, or promotional offer issues.

Trial Product Support

When using a trial version of an Acronis product, get help via chat and email during normal business hours 8.00 – 18.00 CET.

- **Support Wizard** – Complimentary FAQ wizard available from the Acronis support web page. This web-based tool is designed to give real-time access to an issue-specific knowledge base that will help solve problems and pre-load their support issue into a response system for a faster turnaround.
- **Expanded Knowledge Base Library** – Newly updated with articles detailing how to install products, technical solutions, and tips on how to maximise the capabilities of Acronis products are available to all customers from the Acronis support web page. An enhanced search engine speeds access to relevant articles.

Acronis home products support services overview*

	Self Service	Trial Product Support	Customer Service	Standard Support	Priority Pay Per Incident Support
Terms	Access to knowledge base articles and documentation	Valid for length of the trial	Administrative, licence/serial number, web navigation, download, or promotional offer issues	Valid for 30 days after purchase	Purchase unlimited support for a single incident
Pricing	Free	Free	N/A	Free	Priced per incident
Scope of Service	Unlimited	Within trial period	Within reasonable limits	Within reasonable limits	One incident***
Availability	Online	10 x 5	10 x 5	10 x 5	24 x 7**
Support Method	Online library	Chat, email	Chat, email & self-service through my.acronis	Chat, email	Chat, phone, email
First Response Time for Critical Problems	N/A	Three business days	One business day	Three business days	One business day
Software Updates	N/A	During trial period	N/A	✓	✓
Upgrades to New Versions	N/A	N/A	N/A	Free within first 30 days	Free within first 30 days
Training	Free online tutorials	Free online tutorials	N/A	Free online tutorials	Free online tutorials

* Support services cover current software version plus the previous version. All other versions are supported via knowledge base.

** 24 x 7 support service is available in English only outside business hours.

*** Incident definition: An incident is a customer’s request to solve one single technical problem in connection with Acronis software. It includes all chat, phone and email inquiries related to the resolution of this single technical problem.

For additional information please visit <http://www.acronis.eu/support/>



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