Dedicated Service Agreements (contracts)

We are dedicated to providing reliable, secure, and scalable managed hosting services using open-source software. Whether you're looking for our core managed hosting solutions, services offered in partnership with third parties, or additional add-on services, ordering our services is simple and straightforward:

All our services can be ordered through the respective online forms available on our website.

Why Do We Use Online Forms?

Our online ordering system ensures a streamlined, efficient process for all customers, allowing us to focus on what we do best—delivering excellent hosting services and friendly human support. As we continue to grow and serve an increasing number of small- and medium-sized teams, automating some of our operational procedures such as service agreements helps us avoid unnecessary complexity and focus in what we do better.

Custom Contracts for Large Organizations

For organizations requiring individual contracts (such as NGOs, co-ops, or businesses with specific needs), we offer custom agreements starting at **14,000 EUR per year** (or the equivalent in USD). You can still get our services if you don't have this budget, but the process is by filling in the online forms for each service.

Why Is There a Minimum for Custom Contracts?

Custom contracts involve additional time and effort, including:

- Back-and-forth communication between our team and your organization.

- Tailoring terms to meet unique requirements.
- Administrative overhead in creating, managing, and maintaining these agreements.

While we’re happy to accommodate such requests for larger budgets, offering custom contracts for a lower fee would be honestly unsustainable. Imagine managing hundreds of individual agreements—this would require at least one full-time team member dedicated solely to handling contracts. By limiting custom contracts to larger commitments, we can ensure our team remains focused on delivering top-tier managed hosting services and support to all our customers.

Benefits of Our Standardized Process(es)

- **Efficiency:** Our online forms eliminate unnecessary delays, enabling quicker onboarding and service delivery.
- **Scalability:** As our customer base grows, this approach ensures we can continue providing excellent service without bottlenecks.
- **Focus on Quality:** Reducing administrative overhead allows our team to concentrate on maintaining and improving our hosting services.

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