

# Questions about Instances

## What is the list of instances you offer?

The number and the variety of instances we offer are growing constantly. For the full list of the instances we offer please visit [this page](#).

## I am interested in an instance, but I don't see it in the list...

If your instance is open source we will probably be able to offer it to you, but keep in mind that it will take more time for us to make sure that everything will run smoothly. Which brings us to the next question...

## I need a specific feature in one of the instances. Can you develop it?

Our team has a clear cut focus in providing reliable infrastructure. To achieve this we have decided not to engage with software development or development of specific features of the instances we offer. We do our best though, to facilitate our Subscribers on opening issues in the respective repos of the open source software we host.

## How long does it take for you to provide me with an instance after I request it?

We get this question a lot ?. Once you have processed with the payment or have a confirmation from our team that we are ready to deploy your instance, you will receive an email with all the log ind details and instructions in less than a business day. We are working to reduce this to 12 hours.

Requests during Saturdays, Sundays or public holidays in Estonia and Albania will be processed Monday or the next day of the holiday.

# Do you offer an email service?

We offer Email Hosting through our partnership with Protonmail, the encrypted secure email hosting service based in Switzerland. You can read about our collaboration in more detail in this [link](#).

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