What are your support days and hours?

Our friendly tech support team is available from Monday to Friday 9.00 - 17.00 CET/CEST timezone.

Tech support during weekends

During weekends and official holidays, only high priority and downtime-related support tickets are handled.

General Unavailability

Below are the days that our team is **not expected** to offer Add-On services and tech support, except in high priority situations:

- January 1st
- January 2nd
- March 14th
- March 22nd
- May 1st
- August 15th
- September 5th
- November 22th
- November 28th
- November 29th
- December 8th
- December 24th

- December 25th
- December 31st

> Our team members monitor our and your infrastructure around the clock including weekends and official holidays to make sure everything is up and running and secure.

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