

# Server Administration

## TERMS AND CONDITIONS

- The service is considered to be delivered based on the success criteria set by the client.
- Veesp does not provide support to the server after the requested task has been deployed.
- Veesp can decline the server administration request at their own discretion.
- Veesp does not carry any responsibility for damages that might occur to other services, not directly correlated to the performed task.
- Veesp does not carry responsibility for prolonged or delayed completion of the agreed upon tasks, that was caused due to misinformation or lack of information provided by the customer.
- Customer must provide any software licenses if they are required to achieve the success criteria.
- Veesp will not provide support to services or software, or support activities that are in violation of Veesp's Terms of Service: [ToS](#)

## SLA

- Server administration service is provided during our business hours (10:00-18:00 UTC +3 on weekdays) with a response first response time of no more than 60 minutes.
- Expedited administration service is available outside the business hours for an additional fee, given that Veesp administrators are available at the time.
- Billable time will be calculated from the time when administrator begins to work on the task, until the success criteria is met, regardless of the types of tasks involved into achieving those criteria.
- If the administrator at hand is not able to finish the work all at once, he will inform the customer regarding the interruption and when the work will be resumed. This time will not be calculated as part of the final fee.

## PRICING

- Price for regular service € 80/hour (Depending on your location, pricing and currency may change and VAT applied.)
- Veesp will require the 1st hour of work to be paid upfront before starting to work on the task. This requirement can be waved at Veesp's discretion.

## COMMON TASKS

Most common tasks that we can perform	Estimated time*
Configuring virtualization systems KVM   LXC   Docker   Kubernetes   vmware   OpenVZ   Virtuozzo   SolusVM	>2h
Deploy and configure cloud backup service	1h
Deploy LAMP/LEMP	1h
Install Apache   Nginx	1h

Install PhPmyadmin   Wordpress	1h
Installation of monitoring systems Icinga   Munin   Zabbix   Collectd   Nagios	2h
Install MySQL   Postgree   MariaDB	1h
Set up and configure OpenVPN	1h
SSH / FTP configuration	1h