



## SPECIAL CONDITIONS VIP SUPPORT

*Version dated: 08/06/2011*

These special conditions supplement the [OVH General Terms & Conditions of Service](#), including the provisions of Article 6 of these contract terms which are intended to define the technical and financial support for the VIP service.

### **Service Description**

The service allows customers to enjoy their own representative for all commercial and technical requests. Similarly, the customer will receive priority support by OVH for its incident reports. Diagnostics made in the search for these failures will not be charged to the Customer.

### **Service Activation**

After the Customer's order is validated, OVH will contact the Customer to disclose the contact details of their representative.

### **Duties and Responsibility of OVH**

OVH is committed to prioritising all requests made by the Customer, compared to requests made by customers who have not subscribed to the VIP support service. Processing request times may vary.

OVH agrees to assigning two representatives to the Customer, who will be in charge of giving a personalised follow-up for all the Customer's technical or commercial issues. OVH reserves the right to assign new representatives to the Customer to ensure the sustainability of the Service. If the Customer's usual contact is unavailable or on leave, OVH will do everything in its power to appoint an new representative to the Customer for the treatment of their requests.

### **Duties and Responsibility of the Customer**

The Customer agrees not to contact its representative for a service / services that are not contracted directly with OVH. Similarly, the Customer agrees not to link its representatives with its customers or any third party outside its contract with OVH.

OVH reserves the right to refuse any request(s) that violates the above provisions.

### **Duration**

After payment is validated, the contract is concluded for a fixed period of 12 months.

### **Billing**

Any diagnosis made by OVH through incident reports are financially supported by OVH. Any references and use of the services described on the quotations remain the responsibility of the Customer and are subject to separate billing.