



Subscription Plans for Proxmox Backup Server

Editions

	<i>PREMIUM</i>	<i>STANDARD</i>	<i>BASIC</i>	<i>COMMUNITY</i>
<i>Access to stable Enterprise Repository and regular updates</i>	Yes	Yes	Yes	Yes
<i>Complete feature-set</i>	Yes	Yes	Yes	Yes
<i>License</i>	GNU AGPLv3	GNU AGPLv3	GNU AGPLv3	GNU AGPLv3
<i>Technical Support</i>	via Customer Portal	via Customer Portal	via Customer Portal	Community Support
<i>Support tickets included</i>	Unlimited	10 per year	3 per year	None
<i>Initial response time</i>	2 hours* within a business day	4 hours* within a business day	1 business day	n/a
<i>Remote support (via SSH)</i>	Yes	Yes	Yes	Yes
<i>Offline key activation</i>	Yes	Yes	Contact us	Contact us

* Guaranteed first response time on critical support requests

Subscription Options

<i>Term</i>	1CPU	2CPUs	4CPUs
<i>1 Year</i>	Yes	Yes	Yes
<i>2 Years</i>	Yes	Yes	Yes
<i>3 Years</i>	Yes	Yes	Yes
<i>5 Years</i>	only on request	only on request	only on request

Proxmox Backup Server is an enterprise backup solution to safely protect and restore your virtual machines, containers, and physical hosts. A subscription for Proxmox Backup Server is a service program specially designed for IT professionals and businesses, to ensure business continuity. A subscription provides exclusive access to the stable Proxmox Enterprise Repository, to regular software updates via the GUI, and to immediate professional support from the Proxmox team.

FAQ

- The subscription model is based on the number of servers.
- Unlimited backup storage and unlimited backup-clients included.
- Technical support for the Premium, Standard, and Basic Subscription is done via the web and email-based Proxmox Customer Portal (in English or German) at <https://my.proxmox.com>.
- Community support for the Community Subscription is done via the public Proxmox support forum at <https://forum.proxmox.com>.