PROXMOX

Subscription Plans for Proxmox Backup Server

Editions

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

* Guaranteed first response time on critical support requests

Subscription Options

Term	1CPU	2CPUs	4CPUs
1 Year	Yes	Yes	Yes
2 Years	Yes	Yes	Yes
3 Years	Yes	Yes	Yes
5 Years	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 http s ://forum.proxmox.com.