



## **VALUEHOST Compliance Information and Review**

- a) Unauthorized persons may get answers to the common questions from our Support Service team by phone or email (support@valuehost.pro)\*
- b) Customer contacts with our Support Service via Support Online page in the account control panel, or by email (support@valuehost.pro)\*
- c) If customer's request contains all necessary information to solve the problem, Support Service staff either solves the problem, or escalate it to relative department (e.g. DNS dept.). Otherwise, Support Service staff asks the customer for additional information about the problem
- d) The time of Support Service reaction via Support Online is no more than 20 minutes during the work day and no more than 2 hours during an emergency. The time of Support Service reaction via Email is no more than 12 hours
- e) In case of escalating problem to relative department, the response of Support Service staff must contain expected time of solution
- f) Abuses and claims may be sent via "Abuse Report" page at the our site or by email: abuse@valuehost.pro for general tech issues or careline@valuehost.pro to contact with head of company. Abuses and claims processing times is the same as d)

\* All email requests and abuses from "Abuse Report" page received and processed with assigned ticket number