

**Title: Dedicated Hosting Support Options**

**Subtitle: Dedicated Windows**

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Hosting support is available to assist you in the management and maintenance of your dedicated Windows or Linux dedicated server.**Basic Support (Included)**

If the source of the technical problem you are experiencing lies within systems or technology under our exclusive management, no charge will apply. Examples of supported technical problems: Your server becomes unreachable due to a network failure within our facility. Your server becomes unreachable due to a hardware failure within our facility. The hosting service setup process failed to complete successfully. A request to change a root user password failed to resolve successfully.

**Assisted Service Plan**

Custom work such as advanced scripting, programming, or troubleshooting, is available through our Assisted Service Plan. For more information, see [What is Assisted Service Plan?](#).