2. General Information

- Licensing
- Technical Support

Licensing

Licensing Scheme

At the moment SafeUTM license has two types of licenses:

- Free trial;
- Enterprise.

Both types of licenses can be acquired by contacting your SafeDNS manager.

Technical Support

One of the main priorities for SafeDNS is our clients’ high satisfaction rate.

Technical support is provided throughout the service subscription period. The subscription is included in the license price and is valid for a year from the date of purchase. Upon its expiration, the subscription can be renewed for one year or longer.

> You can get detailed information about technical support subscriptions and updates from your manager.

Working Hours

Days of the week	Hours in EDT (EST)
Mon-Sun	24/7

Contacts

Way to contact	Description
Contacts page	www.safedns.com/contacts
Phone (US)	+1 (800) 820-25-30
Phone (outside the US)	+1 (571) 421-29-90
Email	support@safedns.com
Live support chat	SafeUTM web interface

Rules of Contact

- Technical support is provided in connection with questions regarding SafeDNS products setup.

- Technical support specialists do not provide product usage training for users as part of technical support.

> When contacting technical support users must provide the following information: organization name, contact details, and license number.