

Enterprise Proxmox Support: End User Terms

Crafty Penguin Technologies Inc.

Version v.2026-02-20.01

Published at <https://www.craftypenguins.com/legal/proxmox-support-terms/>

These Terms apply to Enterprise Proxmox Support purchased from Crafty Penguin Technologies Inc. ("CP") either directly or through an authorised reseller. The version referenced on the End User's quote or order is the version that applies.

1. About these Terms

- 1.1 Parties.** These Terms are between CP and the organisation that receives Enterprise Proxmox Support (the "End User"). Where the End User buys through a reseller, the reseller (the "Reseller") sells the Service, issues the quote and invoices the End User, and CP delivers the Service to the End User under these Terms.
- 1.2 Acceptance.** The End User accepts these Terms by purchasing the Service under a quote or order that references them, and in any case by requesting or receiving the Service. No signature is required. The version number and date referenced on the quote or order identify the text that applies.
- 1.3 The Order.** The quote, order form or statement from CP or the Reseller that identifies the End User, the Covered Systems (Nodes, Backup Servers and Mail Gateways), the fees and the start date (the "Order"). Where the Order and these Terms differ, the Order governs for the items it addresses.
- 1.4 Proxmox terms.** The Proxmox subscriptions included with the Service are products of Proxmox Server Solutions GmbH ("Proxmox") and are governed by the Proxmox terms described in Section 6, not by these Terms.

2. Definitions

Term	Meaning
Service	Enterprise Proxmox Support as described in Section 3.
Node	A physical server running Proxmox Virtual Environment ("Proxmox VE") that is listed in an Order and is in a Supported Configuration. The unit of the per-Node fee.
Backup Server	A physical or virtual server running Proxmox Backup Server that is listed in an Order and is in a Supported Configuration. The unit of the per-Backup Server fee.
Mail Gateway	A physical or virtual host running Proxmox Mail Gateway that is listed in an Order and is in a Supported Configuration. The unit of the per-Mail Gateway fee.
Datacenter Manager	An instance of Proxmox Datacenter Manager operated by the End User to manage Covered Systems. Covered through the Nodes and Backup Servers it manages; not a separately listed or charged item.
Covered Systems	The Nodes, Backup Servers and Mail Gateways listed in an Order, and any Datacenter Manager that manages them.
Cluster	A group of Nodes operating as one Proxmox VE cluster.
Guest	A virtual machine (QEMU/KVM) or a container (LXC) running on a Node. Guests are the End User's workloads, not Covered Systems.
Supported Configuration	The conditions in Section 7 that a Covered System must meet for the Service to apply.
Incident	An unplanned event on a Covered System, a Cluster or the storage and network beneath them that stops or degrades the Proxmox platform (hypervisor, backup, mail filtering or management). A Guest (virtual machine or container) being unavailable is not itself an Incident; see Section 4.3.
Severity	The classification of an Incident or request under Section 4.1.

Term	Meaning
Response	The time from CP receiving a report, through the channels in Section 4.4, to an engineer actively working on it.
Business Hours	09:00 to 17:30 Mountain Time, Monday to Friday, excluding statutory holidays in Alberta, Canada.
Named Contacts	Up to five people the End User designates to raise Incidents and requests, at least one of whom can be reached by phone at any hour for Severity 1.
NOC	CP's Network Operations Centre: the 24x7 intake and dispatch function described in Section 4.4.
Proxmox Subscription	The Proxmox subscriptions supplied under Section 6: a Proxmox VE subscription for each occupied CPU socket of a Node, a Proxmox Backup Server subscription for each Backup Server, and a Proxmox Mail Gateway subscription for each Mail Gateway (Basic level unless the Order states otherwise). Proxmox Datacenter Manager updates and support are an entitlement of these subscriptions and need no separate subscription.
Start Date	For a Node, the date it first carries production Guests on Proxmox VE; for a Backup Server, the date it first holds production backups; for a Mail Gateway, the date it first filters production mail; or in any case the date stated in the Order, whichever the Order specifies.
Term	The period of coverage for a Covered System under Section 9.
Good Standing	All fees due for the Service under the Order have been paid when due and the Service has not been suspended under Section 10.4.
Hardware Maintenance	A warranty or maintenance contract with the hardware vendor, in force, covering each physical Covered System and the storage arrays attached to it.
Support Data	Logs, configuration, diagnostics, screenshots, recordings and other information the End User provides to CP, or CP collects from the Covered Systems, in the course of delivering the Service.

3. The Service

3.1 Purpose. Enterprise Proxmox Support is reactive support of the Proxmox platform, delivered by CP engineers and priced per Covered System: the Proxmox VE hypervisor on each Node, Proxmox Backup Server on each Backup Server, Proxmox Mail Gateway on each Mail Gateway, and the Proxmox Datacenter Manager that manages them. It restores the platform when it fails and answers questions about operating it. It does not monitor the platform or perform scheduled work; those are separate services.

3.2 Included for every Covered System in Good Standing:

Item	Description
Incident intake	By ticket, email and phone. Severity 1 and Severity 2 are received and dispatched 24x7 through the NOC.
Platform fault diagnosis and fix	Diagnosis and correction of faults in Proxmox VE, the Cluster, Cluster storage and Node networking on the Nodes; in Proxmox Backup Server, its datastores and its sync, verification and garbage-collection services on the Backup Servers; in Proxmox Mail Gateway, its mail flow, clustering and quarantine services on the Mail Gateways; and in Proxmox Datacenter Manager and its connections to the Covered Systems.
Hardware fault isolation	Where the cause is hardware: identification of the failed component from server and management-controller evidence, evacuation of a Node where possible, and a diagnostics package for the End User's Hardware Maintenance case. Re-admission of the Node to the Cluster, or return of the Backup Server or Mail Gateway to service, after repair.

Item	Description
Restore assistance	When a restore from a Backup Server is needed to recover a failed Guest or Node, help running it: locating the backup, performing or guiding the restore, confirming the result. Routine restores and restore testing are Severity 4 requests.
Platform advice	Questions about operating Proxmox VE, Proxmox Backup Server, Proxmox Mail Gateway and Proxmox Datacenter Manager, provisioning through the Proxmox APIs, and storage and network changes on the Covered Systems, handled as Severity 4 within reactive time.
Unlimited Incidents	No cap on the number of Incidents or questions.
Quarterly service review	A review of Incidents, trends and recommendations with the End User and, where applicable, the Reseller.
Proxmox Subscription	A Proxmox VE subscription for every occupied CPU socket of each Node, a Proxmox Backup Server subscription for each Backup Server and a Proxmox Mail Gateway subscription for each Mail Gateway, giving access to the Proxmox Enterprise Repository (the subscriber-only, conservatively tested package channel) and to Proxmox Datacenter Manager updates and support. See Section 6.

3.3 Delivery. The Service is delivered remotely. On-site attendance is not included.

3.4 Backup Servers and Mail Gateways are optional. Backup Servers and Mail Gateways are covered only where the Order lists them. Where the Order does not list them, they and the backups or mail they handle are outside the Service, and references to them in these Terms do not apply. An Order may cover Mail Gateways alone.

4. Service levels

4.1 Severity and Response.

Severity	Definition	Response	Coverage
1	Node down, Cluster quorum lost, shared or replicated Cluster storage unavailable, Node data at risk. Backup Server unavailable or datastore unreadable while a restore is needed to recover production. All Mail Gateways for a mail flow unavailable, so mail is not being accepted or relayed.	30 minutes	24x7
2	Degraded: high-availability failover has occurred, a storage path is lost, Node performance is materially impaired. Backup Server unavailable, datastore unreadable or backup jobs failing with no restore in progress. One Mail Gateway of a cluster down, filtering or relay materially delayed, quarantine unavailable.	2 hours	24x7
3	Single component fault with a workaround; non-urgent configuration issue; Datacenter Manager unavailable or unable to reach a Covered System.	Next business day	Business Hours
4	Question, advice, scheduled change request, routine restore or restore test, mail rule or filter question.	2 business days	Business Hours

4.2 Response. Response is measured from CP receiving the report through a channel in Section 4.4 to an engineer actively working on it. Resolution times are not guaranteed; CP works Severity 1 and Severity 2 Incidents continuously until the platform is restored or a workaround is in place. CP may reclassify a report whose Severity does not match the definitions, and will say so.

4.3 Scope is the platform, not the Guests. A Guest being down, whether a virtual machine or an LXC container, is not, by itself, an Incident, and nothing in the Service watches whether individual Guests are up or whether backups ran. If a Guest is down because a Node, the Cluster or Cluster storage has failed, that underlying failure is the Incident and CP responds at its Severity. If a Guest is down for a reason inside it (its operating system, its applications or its data), the End User may raise it and CP assists at Severity 3 or 4 on a best-effort basis. A Guest that will not start or migrate because of a fault in Proxmox VE itself is a

platform fault and is handled at the Severity of its impact. Likewise, a backup that did not run, or a message that was wrongly accepted, blocked or quarantined, is an Incident only where the cause is in the Backup Server or Mail Gateway platform.

4.4 Raising an Incident.

- **Severity 1 and 2, any hour.** Call the NOC line at **1-403-399-0790**, or submit the dispatch form at portal.craftypenguins.com. The NOC verifies the caller is a Named Contact and dispatches the on-call engineer.
- **Severity 3 and 4.** Ticket through the portal or email to the support address given at onboarding. Reports received outside Business Hours are deemed received at the start of the next Business Hours.
- Severity 1 and 2 reports made by email or ticket only, without the NOC line or dispatch form, are handled in Business Hours.

4.5 Monitoring is not included. CP does not detect Incidents under the Service. The End User, or a monitoring service the End User has purchased, raises them.

5. Exclusions

The following are outside the Service. Where any of them requires CP engineering work, it may be purchased separately.

- Monitoring, proactive maintenance, patch application and configuration management of the Covered Systems.
- Monitoring of hardware health, Guest availability or backup job results, and any response triggered by them.
- A Guest being down, and anything inside a Guest: guest operating systems, container runtimes, applications, databases, data.
- Scheduled or project work: migrations, new Site, Cluster or Backup Server builds, Proxmox major version upgrades, storage reconfiguration, capacity expansion.
- Backup operation: backup job design, scheduling, retention and verification policy, off-site synchronisation design, tape handling, and the content or completeness of backups. Backup Servers not listed in the Order, and any backup product other than Proxmox Backup Server.
- Mail policy operation: rule, filter and quarantine policy design and tuning, false-positive and false-negative handling, sender and recipient list maintenance, DNS and MX records, certificates, and the upstream and downstream mail servers the Mail Gateway relays to and from. Mail Gateways not listed in the Order.
- Hardware, firmware, hardware warranty and vendor hardware cases. CP does not raise or manage hardware vendor cases.
- Network equipment, storage arrays, object storage and other infrastructure outside the Covered Systems, except diagnosis of their effect on the Covered Systems.
- Covered Systems that are not in a Supported Configuration (Section 7), to the extent the fault arises from the non-conformity.
- Faults caused by changes the End User or a third party made outside the agreed design, until the change is reversed or documented and accepted by CP.

6. Proxmox Subscription

6.1 Supplied by CP as an authorised Proxmox reseller. CP orders a Proxmox VE subscription for each occupied CPU socket of each Node, a Proxmox Backup Server subscription for each Backup Server and a Proxmox Mail Gateway subscription for each Mail Gateway, with the End User named as the Proxmox customer. Subscription keys are issued to the End User. Proxmox Datacenter Manager requires no separate subscription: its updates and Proxmox support are an entitlement of the Proxmox VE and Proxmox Backup Server subscriptions on the systems it manages.

6.2 Proxmox terms apply. The Proxmox Subscription is governed by the Proxmox General Terms and Conditions and the Proxmox subscription agreement for each product concerned, as amended by Proxmox from time to time (together the "Proxmox Terms"), published by Proxmox at:

- Proxmox VE Subscription Agreement: <https://www.proxmox.com/en/downloads/proxmox-virtual-environment/agreements>
- Proxmox Backup Server Subscription Agreement: <https://www.proxmox.com/en/downloads/proxmox-backup-server/agreements>

- Proxmox Mail Gateway Subscription Agreement: <https://www.proxmox.com/en/downloads/proxmox-mail-gateway/agreements>

By using the Proxmox Subscription the End User accepts the Proxmox Terms directly with Proxmox. Where the Proxmox Terms and these Terms differ in respect of the Proxmox Subscription, the Proxmox Terms govern.

6.3 Right to contact Proxmox. Each Proxmox Subscription carries its own entitlement to Proxmox Enterprise Support (for the Basic level, a limited number of tickets per year at Proxmox's published response times). The End User may contact Proxmox Enterprise Support directly under that entitlement at any time. CP provides first-level support for the Proxmox Subscription and escalates to Proxmox where CP considers it necessary.

6.4 Keys. Subscription keys are bound to a server identifier. Where hardware is replaced, CP arranges reissue of the key through its reseller account; Proxmox permits a limited number of reissues per key per subscription year (three at the date of these Terms).

6.5 Subscription year. Each Proxmox Subscription runs for one year from its activation and is renewed by CP on its own anniversary for as long as the Covered System is covered under an Order. The Proxmox Subscription is non-refundable once ordered.

6.6 No warranties about Proxmox software. CP makes no representation or warranty about Proxmox VE, Proxmox Backup Server, Proxmox Mail Gateway, Proxmox Datacenter Manager or any Proxmox product; any such warranty is given, if at all, by Proxmox under the Proxmox Terms. Nothing in these Terms makes CP responsible for defects in Proxmox software, for Proxmox's support performance, or for the availability of the Enterprise Repository.

6.7 If the Service ends. When a Covered System leaves coverage, its Proxmox Subscription continues to its own expiry. On request, CP will continue to supply Proxmox Subscription renewals to the End User as a reseller, outside these Terms, at CP's then-current pricing.

7. Supported Configuration

7.1 A Covered System is in a Supported Configuration when all of the following hold:

1. The Proxmox product on it (Proxmox VE, Proxmox Backup Server, Proxmox Mail Gateway or Proxmox Datacenter Manager) is at the current or the immediately previous major release, and the system is subscribed to and updates from the Enterprise Repository (or, for Datacenter Manager, from the repository its entitlement provides).
2. No kernel, package or system modifications have been made from outside the Enterprise Repository without CP's written acknowledgement.
3. For a physical Covered System, the hardware meets the published system requirements of the Proxmox product in use and has been validated and approved by CP for that release, at onboarding or when the hardware is added or changed, and Hardware Maintenance is in force on it and its attached storage arrays. CP records its approval in the onboarding or change record; approval is not unreasonably withheld for hardware that meets the published requirements. A virtual Backup Server, Mail Gateway or Datacenter Manager runs on a Node or on infrastructure the End User maintains.
4. CP has a working remote access path to the Covered System and, where physical, its management controller, available at any hour for Severity 1 and 2.
5. At least one Named Contact is reachable by phone at any hour for Severity 1.
6. Changes to the Cluster, storage, backup, mail flow or network design agreed at onboarding are documented by the End User and shared with CP before or promptly after they are made.

7.2 If a Covered System falls out of Supported Configuration. CP will tell the End User what is non-conforming. CP continues to respond at the Response targets but may limit work on the non-conforming element to best effort until it is cured. Fees for the Covered System continue during the non-conformity. If the non-conformity is not cured within 60 days of CP's notice, CP may remove the Covered System from coverage at the end of a further 30 days' written notice.

8. End User responsibilities

8.1 Named Contacts. Designate up to five Named Contacts at onboarding and keep the list current. CP acts on instructions from Named Contacts only.

- 8.2 Access and information.** Provide and maintain the remote access path, credentials and network connectivity in Section 7.1(4); provide design documents, change records and any information CP reasonably needs; and give CP prompt access during an Incident.
- 8.3 Backups and data.** Keep backups of Guests and data and verify that they are restorable. The Service supports the Backup Server platform where listed in the Order; it does not operate the End User's backups, and CP is not responsible for data loss.
- 8.4 Hardware Maintenance.** Hold and exercise Hardware Maintenance on every physical Covered System and attached array, and raise and manage hardware vendor cases, using the diagnostics CP provides.
- 8.5 Co-operation.** Act on CP's reasonable instructions during an Incident, including making a Covered System available for diagnosis or repair.

9. Covered Systems and Term

- 9.1 Coverage per Covered System.** Each Node, Backup Server and Mail Gateway is covered from its Start Date for a Term of 12 months and renews for successive 12-month Terms unless either party gives 60 days' written notice before the end of the current Term.
- 9.2 Adding Covered Systems.** Nodes, Backup Servers and Mail Gateways are added by an Order or an amendment to one. A Covered System added during a Term is covered from its Start Date, is co-terminated with the other Covered Systems under the same Order, and is charged pro rata for the remainder of the Term. Its Proxmox Subscription runs its own year under Section 6.5.
- 9.3 Removing Covered Systems.** A Node, Backup Server or Mail Gateway may be removed at the end of its Term with 60 days' written notice. A Covered System permanently decommissioned mid-Term may be replaced by a successor of the same kind at no additional fee for the remainder of the Term; otherwise the fee for it is not refunded and any unpaid part remains payable.
- 9.4 Minimum.** The Order may state a minimum number of Covered Systems or a minimum fee. Where it does, that minimum applies for the Term.

10. Fees and payment

- 10.1 Fees.** The fees are stated in the Order per Node and, where covered, per Backup Server and per Mail Gateway. The Order may express a fee as a monthly rate; a monthly rate is a unit of price, not a billing frequency. The fee for each Covered System for its full Term is invoiced annually in advance, at the Start Date and at each renewal, unless the Order expressly states a different billing frequency.
- 10.2 Who invoices.** Where there is a Reseller, the Reseller invoices the End User on the Reseller's terms, and CP invoices the Reseller. Where there is no Reseller, CP invoices the End User, payable within 30 days of invoice.
- 10.3 Taxes.** Fees exclude sales, use, value-added, withholding and similar taxes, which the paying party bears.
- 10.4 Non-payment.** If fees due to CP for the End User's Service are unpaid 15 days after CP gives written notice of non-payment to the paying party (with a copy to the End User where the paying party is the Reseller), CP may suspend the Service for the affected Covered Systems until payment is received. Response targets do not apply during suspension. Suspension does not extend the Term or reduce the fee for it.
- 10.5 Price changes.** CP may change the fee for a renewal Term by written notice at least 90 days before the renewal date. The End User (or the Reseller) may decline the renewal under Section 9.1.

11. Service level remedy

- 11.1 Escalation.** If CP misses a Response target, the End User may escalate to CP management through the contacts given at onboarding, and CP will report the cause and the corrective action within five business days.
- 11.2 Chronic failure.** If CP misses the Severity 1 or Severity 2 Response target three or more times in any rolling 90-day period for Covered Systems under one Order, the End User may terminate coverage of the affected Covered Systems by written notice

within 30 days after the third miss. CP will refund, through the Reseller where there is one, the prepaid support fee for the terminated Covered Systems for the unused part of the Term. The Proxmox Subscription component is not refundable (Section 6.5) and remains with the End User.

11.3 Sole remedy. Sections 11.1 and 11.2 are the End User's sole and exclusive remedies for a missed Response target.

12. Reseller relationship

12.1 Roles. Where there is a Reseller: the Reseller is the End User's contracting and billing party for the purchase; CP is the service provider and delivers the Service to the End User directly under these Terms. CP is not party to the Reseller's agreement with the End User, and the Reseller is not party to CP's obligations under these Terms.

12.2 Instructions. CP takes Service instructions from the End User's Named Contacts. Changes to the Order (adding or removing Covered Systems, renewals, termination) come from the Reseller where there is one.

12.3 Continuation if the Reseller withdraws. If the Reseller notifies the End User or CP in writing that it is ending its relationship with the End User, or the Reseller ceases to be authorised by CP, the End User may ask CP to continue the Service directly for the remainder of the current Term under these Terms, at the fee then applicable to the Order. Where the Reseller has already paid CP for the current Term, the End User owes CP nothing further for that Term; CP invoices the End User directly for any part of the current Term not paid to CP and for renewal Terms. CP will not unreasonably refuse.

12.4 Separate item. The Service is identified on the Order as a separate item with its own Covered Systems, Term and fee, provided by CP under these Terms. It is not part of, and these Terms are not varied by, any bundle, managed service or other offering the Reseller supplies to the End User. The Reseller may not represent the Service as its own, attach conditions to it beyond these Terms and the Order, or make it contingent on the End User's purchase or continuation of anything else.

12.5 Prepaid coverage stands. Coverage for which CP has been paid runs to the end of its Term for the End User's benefit. It is not shortened by the cancellation, expiry or non-renewal of any other item on the Reseller's order or agreement with the End User, by a dispute between the Reseller and the End User, or by a notice from the Reseller under Section 12.2 that would end coverage before the end of a paid Term, unless the End User confirms that notice in writing. Section 10.4 (non-payment) and Section 16 are not affected.

13. Confidentiality and Support Data

13.1 Confidential information. Each party will keep the other's non-public information confidential, use it only for the purposes of the Service, and protect it with at least reasonable care. This does not apply to information that is public through no fault of the receiving party, already known to it, independently developed, or lawfully received from a third party. Disclosure required by law is permitted with prompt notice where lawful.

13.2 Support Data. The End User grants CP the right to collect, store and use Support Data to deliver the Service, including sharing with Proxmox the parts of it needed to escalate a Proxmox Subscription case. Support Data is the End User's confidential information under Section 13.1. The End User is responsible for removing or masking information it does not want CP to receive and for having the rights to provide Support Data to CP.

13.3 Retention. CP retains Support Data for as long as needed to deliver the Service and to keep records of Incidents, and deletes or anonymises it in the ordinary course after the Service ends.

14. Warranty

14.1 CP warrants that it will perform the Service in a professional manner using qualified personnel. The End User's remedy for breach of this warranty is re-performance of the affected work.

14.2 Except as stated in Section 14.1, the Service is provided without any other warranty, express or implied, including warranties of merchantability, fitness for a particular purpose and non-infringement. CP does not warrant that the platform will operate uninterrupted or error-free, or that every Incident can be resolved.

14.3 CP gives no warranty regarding Proxmox software (Section 6.6), third-party hardware or software, or work performed by others.

15. Liability

15.1 Cap. CP's total aggregate liability arising out of or relating to the Service and these Terms, whether in contract, tort (including negligence) or otherwise, will not exceed the fees paid for the Service for the affected Covered Systems in the 12 months immediately preceding the event giving rise to the claim.

15.2 Excluded damages. Neither party is liable for indirect, incidental, special, consequential or punitive damages, or for loss of profits, revenue, data, use or goodwill, however caused, even if advised of the possibility.

15.3 Exceptions. Sections 15.1 and 15.2 do not limit liability for a party's fraud, wilful misconduct, breach of Section 13, or any liability that cannot be limited by law. Section 15.1 does not limit the obligation to pay fees.

15.4 Claims period. No claim may be brought more than 12 months after the party bringing it became aware, or ought reasonably to have become aware, of the event giving rise to it.

16. Suspension and termination

16.1 For breach. Either party may terminate the Service under an Order if the other party materially breaches these Terms and does not cure the breach within 30 days of written notice.

16.2 By CP for non-payment. CP may terminate the Service for the affected Covered Systems if fees remain unpaid 30 days after a suspension under Section 10.4 began.

16.3 Effect. On termination, CP's obligation to respond ends for the affected Covered Systems. Fees already paid are not refunded except under Section 11.2 or where CP terminates for its own convenience, which CP may do only at the end of a Term under Section 9.1. The Proxmox Subscription continues under Section 6.7. Sections 6.6, 13, 14.2, 14.3, 15, 16.3 and 17 survive.

17. General

17.1 Independent contractors. The parties are independent contractors. Nothing in these Terms creates a partnership, joint venture or agency.

17.2 Assignment. Neither party may assign these Terms without the other's written consent, except to a successor to its business, on written notice. CP may use subcontractors and remains responsible for them.

17.3 Force majeure. Neither party is liable for delay or failure caused by events beyond its reasonable control, except payment obligations. Response targets are suspended during such an event.

17.4 Notices. Notices are in writing by email to the addresses given at onboarding (for CP: legal@craftypenguins.com), with a copy by courier for termination or breach notices to CP's registered office in Alberta, Canada.

17.5 Governing law. These Terms are governed by the laws of the Province of Alberta and the federal laws of Canada applicable there, without regard to conflict of laws rules. The United Nations Convention on Contracts for the International Sale of Goods does not apply.

17.6 Disputes. Any dispute arising out of or relating to these Terms that the parties cannot resolve by discussion between senior representatives within 30 days will be finally resolved by binding arbitration administered by the ADR Institute of Canada under its Arbitration Rules, by a single arbitrator, seated in Calgary, Alberta, conducted in English, with hearings by video conference unless the arbitrator directs otherwise. Either party may seek interim or injunctive relief from a court of competent jurisdiction.

17.7 Changes to these Terms. CP may publish new versions of these Terms. The version referenced on the Order applies for the Term in progress. A renewal Term is under the version current 60 days before the renewal date, which CP will notify to the End User (and the Reseller, where there is one).

17.8 Entire agreement. These Terms, the Order and, for the Proxmox Subscription, the Proxmox Terms are the entire agreement for the Service and supersede prior proposals and communications about it. No terms on a purchase order or other End User document apply.

17.9 Severability and waiver. If any provision is unenforceable, the rest remains in effect. A failure to enforce a provision is not a waiver of it.

17.10 Third parties. Except for Proxmox under Section 6, no third party has rights under these Terms.

18. Contacts

Purpose	Contact
Severity 1 and 2, any hour	NOC line 1-403-399-0790, or the dispatch form at portal.craftypenguins.com
Severity 3 and 4, Business Hours	Ticket at portal.craftypenguins.com , or the support email given at onboarding
Escalation	CP management contacts given at onboarding
Notices	legal@craftypenguins.com

Crafty Penguin Technologies Inc., Alberta, Canada. craftypenguins.com

Changes

v.2026-02-20.01

- First published version.