

# LIQUID WEB VIRTUAL PRIVATE SERVERS

## Product Comparison



	Liquid Web	Rackspace	DigitalOcean	Amazon
Service Type	Fully Managed	Managed Support Available at Additional Cost	Self-Managed	Self-Managed
Contract Term	None	12 months	None	None
Included Outgoing Bandwidth	5 TB	2 TB	As Low as 1 TB	1 GB per region/month
Solid-State Primary Drive Included	✓	✗	✓	✓
Includes 24/7/365 Support	✓	✓	Via Ticket System Only	Only for Business Support Tier and Higher
Full Server Stack Support	✓	✓	✗	Available
Software Support Available	✓	✗	✗	With Select Premium Support Tiers
Support Request SLA	Initial response guarantee: <b>59 seconds or less</b> for calls and chats, 30 minutes for tickets	None	None	12-24 Hours (During Business Hours) on Developer Tier
Performance Optimization	✓	✗	✗	✗
Service Monitoring	Advanced	Basic	✗	Self-Managed
Proactive Monitoring	✓	✗	✗	✗

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OS Patching on Your Schedule	✓	✗	✗	✗
Updates on Your Schedule	✓	✗	✗	✗
Fully Documented API	✓	✗	✗	✓
VPN Access	✓	✓	✗	✓
100% Network Uptime Guarantee	✓	✓	✗	✗
100% Power Uptime Guarantee	✓	✗	✗	✗
Network/Infrastructure SLA Remedy	<b>10 Times the Actual Amount of Downtime</b>	5% Credit for Each 30 Minutes Down	None	Credit Based on Minutes of Downtime Per Month: 10% for up to 22 Min.; 30% for 44 Min. or more
Hardware Replacement Guarantee	<b>30 Minutes</b>	60 Minutes	None	None
Free Domain Name	✓	✗	✗	✗
Free SSL Certificate	✓	✗	✗	✗
Includes cPanel/WHM/Plesk	✓	✗	✗	✗