

Customer Support

Proactive, Technical Guidance for Fast Answers and Real-Human Support to Assist with Your Cloud Storage Success

Our Commitment

Our commitment is to ensure your success with storing and leveraging your data in the cloud. We earn that commitment through the right people, processes, and tools. We deliver fast, clear answers and stay accountable to outcomes to keep true to our goal of helping your team reach their most favorable storage strategy, whatever that may be.

Wasabi Support doesn't stop at traditional gates and check boxes. No matter the problem or difficulty you are facing, our dedicated team will work to resolve your case with one goal in mind: continued success and growth of your cloud storage deployment within the scope of your team's needs.

Wasabi Support Engineers are responsible for diagnosing and resolving any cloud-environment issues impacting Wasabi services that you or your team are experiencing. You should contact Support when any of these issues arise, when you experience cloud connectivity issues, or when you need help with integration troubleshooting. Expect to be connected to Support when you open a technical support case, and that you will continue to work with Support where more information about your issue is needed, such as logs or other details.

Entitlements and Benefits

Wasabi provides technical support with resources located around the world to assist you. Our Support team provides assistance with all of our service offerings. We can also assist with a variety of third-party platforms and applications that are integrated with Wasabi services.

Software Upgrades and Updates

Updates to the Wasabi service are transparent and are designed to improve the features and performance of Wasabi object storage. Access to any Wasabi Software or client product is available via our web page.

Customer Portal Resources

[The Wasabi Management Console](#) is the primary interface for managing your Wasabi Storage Account. The updated console also includes a link to the Support Portal, enabling you to create and manage any of your existing support cases directly from the management console. Support links will also take you to our online Wasabi Academy and Knowledge Base, as well as to online videos and case studies to help you find the answers you need when you need them.

Contact Customer Support:

support@wasabi.com

wasabi.com/support

Wasabi Technologies LLC

75 Arlington Street Suite 810
Boston, Massachusetts 02116

For Premium Support Customers, Phone Support is available 24/7/365

For Basic Support Customers, Email Support is available 24/7/365 via our support page or email.

Phone:

United States:
1-844-WASABI-1
(+1-844-927-2241)

International:
+1-617-307-7912

[The Wasabi Account Control Manager Console](#) – A powerful tool designed for Wasabi partners, MSPs (Managed Service Providers), and resellers to manage multiple customer storage accounts. It automates sub-account creation, billing, monitoring, and white-labeling, allowing for scalable, multi-tenant cloud storage management.

[Wasabi Academy](#)—Get access to “How-To” guides, videos, and tutorials on all Wasabi components and release notes on the most recent Wasabi product releases.










[Knowledge Base](#)—Tap into additional technical resources such as FAQs and technical articles.

[Support Portal](#)—Create new support cases, track support ticket history and updates, upload troubleshooting attachments, and more.

Program Features

All Wasabi trial and paid customers receive access to a free Wasabi Basic Support plan as part of their Wasabi account. Free Wasabi Basic Support is available during business hours. Our Premium Support plan, which offers 24x7x365 response, is also available.

Support Plans Overview

Support Plan Features	Wasabi Basic Support	Wasabi Premium Support
Access to Wasabi Academy for Product Overview Guides		
Knowledge Base for Technical Documentation and FAQs		
Email & Ticket Support		
Telephone Support		
24 X 7 X 365 Response	Business day support only	
Response Matrix for Tickets	Best effort in nature with no strict SLA based on severity	 15 minutes to 10 business days
Pricing	Free	Starting at \$100/month