

Network RADIUS SARL

RADIUS made easy.



PRODUCT DATA SHEET - SUPPORT



Whether you are a small ISP, a large enterprise, or a Telecommunications provider with ten million users, we can help. We offer services ranging from system architecture, to installation, to maintenance and support.

A support agreement gives you the confidence that some will be available when you need help, no matter what the problem.

Join the multiple Fortune 50 companies and Tier One ISPs who use our services, Inquire today about a support contract from Network RADIUS.

sales@networkradius.com

Network RADIUS SARL

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ABOUT US

We produce the most widely deployed RADIUS server in the world. With more than one hundred thousand (100,000) installations, it has been used in a wider variety of environments than any other product.

With more features than any other server, it integrates seamlessly into your network via SQL, Active Directory, and more.

Whatever your needs, we can create a solution that fits within your budget.



24/7 SUPPORT CENTER

Our telephone support center is available twenty four hours a day, seven days a week. When you need help *now*, help is available.

Where the timeframe is less critical, support can be done online. Simply send an email with your question to our support system. You will immediately

receive an automated reply containing your support ticket number.

A support technician will investigate, and respond to your question. That same technician will be dedicated to the ticket until it is resolved.

You can also track the status of a ticket at any time through our web ticketing system.

SUPPORT OPTIONS [1]			
DESCRIPTION	SILVER	GOLD	PLATINUM
Cost (per server per year)	2000	3000	5000
Hours of coverage	9-5, Mon-Fri	24/7	24/7
Critical incident response time	-	4 hours	2 hours
Regular response time	8 business hours	8 business hours	4 business hours
Support method	email / web	email / web / phone [1]	email / web / phone
Preventative consulting [2]	-	4 hours / month	8 hours / month
Security notifications	Yes	Yes	Yes
Bug notifications	Yes	Yes	Yes
Bug fixes	-	Yes	Yes
Technical account manager	Yes	Yes	Yes

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24/7 support for critical incidents is done via our telephone support center. Customers receive a toll-free number (usually local to their country) that is directed to our support department. Business hour support is done via our web ticketing system.

[1] Telephone support for Gold level is limited to critical incidents only.

[2] Preventative consulting is limited to the stated maximum. Any time not used in one month does not carry over to the next month. Additional restrictions may apply. See official quote for details.