



FREERADIUS SUPPORT

Prepared for	All customers
Prepared by	Alan DeKok Network RADIUS SARL
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The information and estimates in this document are based on the current knowledge of Network RADIUS. Any changes to the requirements or other information that this proposal depends on may cause Network RADIUS to revise the contents of this document. We reserve the right to withdraw or change the contents of this document at any time.

SUPPORT RATES 2018

This document outlines the support rates for 2018. Prices, terms, and conditions are subject to change without notice.

Network RADIUS supports all aspects of systems we install. This includes not just FreeRADIUS, but is extended to include all databases installed by as as part of a RADIUS deployment.

Where systems are duplicates (e.g. Virtual Machine Clones), we offer sliding scale discounts based on the number of identical systems. Prices are per-server or per-system. Our prices do not vary with:

- the number of CPUs being used,
- the amount of traffic (packets per second) processed by the servers
- total number of users

Prices for database support vary depending on the database used, number of systems, and their complexity. Please email sales@networkradius.com for a personalized quote.

Support Terms and Conditions

- All currency is Euro (€)
- All invoices are Net 30
- Small (less than 10 000 €) contracts are billed at the end of the consulting period.
- Larger contracts are 50% up front, and 50% at final acceptance.
- Support payments are due in full at the start of the support period.
- All work product (code, documentation, intellectual property, copyrights, etc.) is owned by Network RADIUS until payment is made in full.
- Where remote access is required, it will be done via SSH or IPSec. Remote access via remote screen sharing will be at a 20% premium due to decreased productivity.
- Network RADIUS supports the RADIUS software, not the entire system running RADIUS. We require that the customer have system administrators who are responsible for correcting all non-RADIUS issues.

Support Table

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 [1]
Preventative consulting [2]	-	-	Yes
Security notifications	Yes	Yes	Yes
Bug notifications	Yes	Yes	Yes
Bug fix notifications	-	Yes	Yes
Technical account manager	Yes	Yes	Yes

[1] Telephone support for Gold and Platinum levels is limited to critical incidents only.

[2] Preventative consulting includes minor feature requests and configuration reviews. Training and additional consulting is not included. Work is performed solely at the discretion of Network RADIUS. Additional restrictions may apply.

CONTACT INFORMATION

Network RADIUS SARL
26 rue du Colonel Dumont
38000 Grenoble
FRANCE

T +33 4 85 88 22 67
F +33 4 56 80 95 75
W <http://networkradius.com>
E sales@networkradius.com

Network RADIUS (Canada)
100 Centrepointe Drive, Suite 200
Ottawa, ON, K2G 6B1
Canada

T +1 613 454 5037
F +1 613 280 1542

Network RADIUS (Greece)
Kostas Kalevras
Heroon Polytechniou 9, 15780
Zagrofou
Athens, Greece

T +30 2107 724 057
F +1 (408) 465-7393
E greece@networkradius.com

