



FREERADIUS SUPPORT

Prepared for All customers
Prepared by Alan DeKok Network RADIUS SARL
Date 01 January 2019
Document D19-01-01A

DISCLAIMER

The information in this document is confidential, and is Copyright ©2019 Network RADIUS SARL. All Rights Reserved.

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 2019

This document outlines the support rates for 2019. 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			
Support Category	Basic	Enterprise	ISP
Description	Basic	Business Hours	24/7
Price	3000	5000	12500
Hours of coverage	Business hours	Business hours	24/7
Response time	1-2 business days	Same business day	2 hours
Support limit (hours)	10	20	50
Support method	Email only	Email	Email / Phone
Configuration review	No	Yes	Yes
Discounts	> 5 servers	> 5 servers	> 2 servers

Purchase FreeRADIUS support from the same team that wrote FreeRADIUS. Purchasing support offers you the “peace of mind” that issues will be resolved quickly.

The support price is per server, per year. All support contracts run for one year.

Discounts are offered when purchasing support for multiple servers. Please see the official quote for details.

ISP support offers “around the clock” support for critical incidents. This critical incident support includes a 24/7 telephone number which will be answered by our support team.

Enterprise and Basic support offers coverage during business hours for North America and Europe.

For new customers, our team will review your existing configuration and give you feedback on it. This review ensures that your RADIUS servers are operating at peak capacity, using our recommended best practices. This review is only available for the ISP and Enterprise support types.

Total support time has a maximum limit each year. After the “support limit” hours have been used, we reserve the right to charge 250 EU per hour for ongoing support.

We reserve the right to charge 500 EU per engineering hour when root cause analysis determines that the issue is unrelated to FreeRADIUS.

CONTACT INFORMATION

Network RADIUS SARL
26 rue 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

