

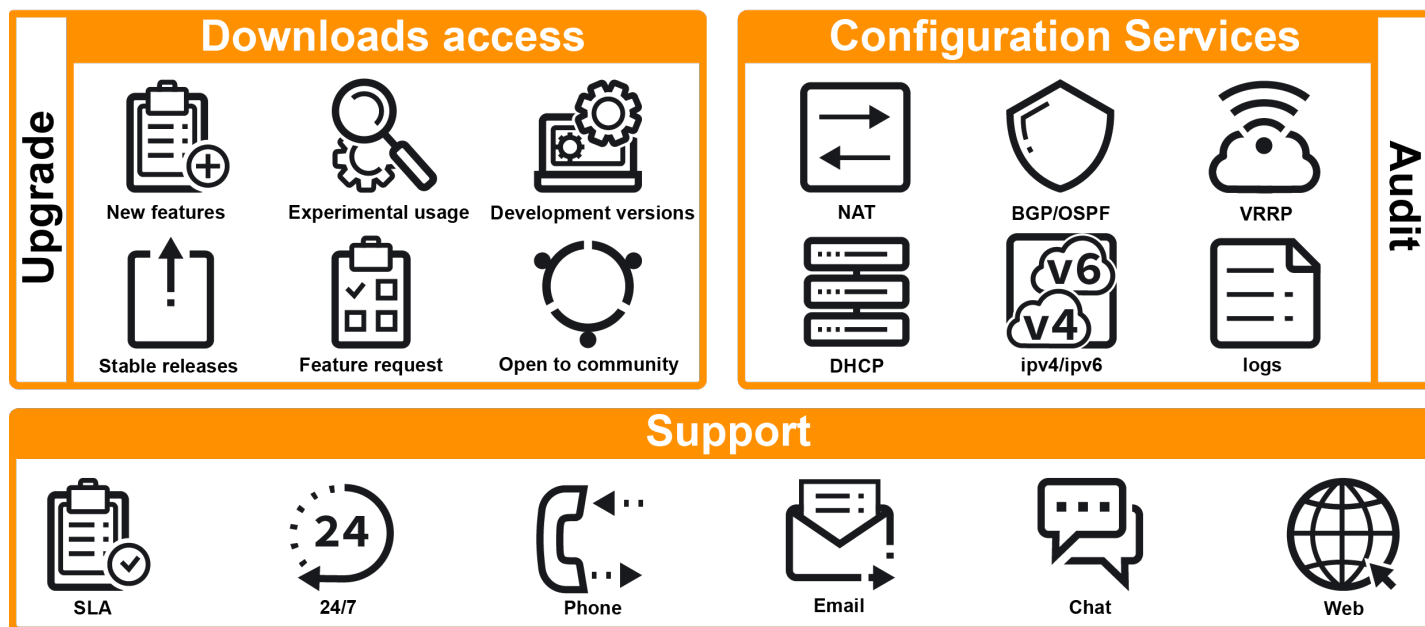


# VyOS Platform

Professional services and support

VyOS extends the list of services. Now companies and individual users can get a full list of professional services together with the necessary level of support from qualified service engineers who ready to help with deployment and maintenance task in mission-critical products VyOS.

## VyOS Professional Services and Support



VyOS offers free and paid subscriptions. With subscription you can download a stable software version with regular security updates for up to two years (depending on your subscription type). For free downloads the granted to contributors period is six months with auto-renewal option for next six months.

SUBSCRIPTION TYPE	AVAILABLE OPTIONS	PERIOD	PRICE FOR 1 YEAR	
			PROFESSIONAL (1 CONTACT)	CORPORATE (5 CONTACTS)
Rolling Access	<ul style="list-style-type: none"><li>- Development version</li><li>- Early access to new features in development</li><li>- Open to community for testing and feedback</li><li>- Cutting Edge</li></ul>	Till release	Free	Free
LTS Access	<ul style="list-style-type: none"><li>- Major version for production use</li><li>- Priority features requests</li><li>- Best effort support via Forums/Slack</li></ul>	2 years	500 USD/EUR*	1500 USD/EUR*
LTS Access for MSP	<ul style="list-style-type: none"><li>- All options from "LTS release"</li><li>- Allows reselling to managed customers</li><li>- Special conditions for support</li></ul>	per agreement		6000 USD/EUR*

\*- Prices are in Euro for countries from EEA and Middle East and in U.S. Dollar or local currency equivalent for rest of the world.

Prices does not include any taxes or import fees. Customers from Spain and from EU member states without valid VAT ID are subject to 21% VAT tax.



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VyOS Platform | SERVICE OFFERING

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# Support

VyOS provides Tier III support and offers two types of SLA: *Professional* (SP, MSP, Production) which is available for 24 hours per week, and *'Home'* (Standard, Basic, Contributor) which is available during business hours five days a week.

SERVICE TYPE	SEVERITY 1		Severity 2		Severity 3		Severity 4		Channel
	Reaction time(h)	Solution time(h)	Reaction time(h)	Solution time(h)	Reaction time(h)	Solution time(h)	Reaction time(h)	Solution time(h)	
SP	2	12	4	24	24	NA	72	NA	Phone, Chat, Web, Email
MSP	4 (2 tickets/year)	24	8	24	48	NA	72	NA	Phone(callback) Chat, Web, Email
Production	4	24	8	24	48	NA	72	NA	Phone(callback) Chat, Web,Email
Standard	1 BD	NA	1 BD	NA	2 BDs	NA	4 BDs	NA	Web, Email
Basic**	1 BD	NA	1 BD	NA	4 BD	NA	4 BD	NA	Web, Email
Contributor	4*	NA	8*	NA	2 BDs	NA	4 BDs	NA	Chat, Web, Email

**Reaction time** - maximum time in hours for guarantied ticket response.

**Solution time** - time in hours for providing solution or workaround to resolve issue or reduce severity level.

\* - Contributors eligible for faster response times for critical issues with cap of 2 issues per year

\*\* - **Basic** -support included with each cloud instance (AWS, Azure, GCP)

**Critical** (Severity 1). Production server or other mission critical system(s) are down and no workaround is immediately available. You have had a substantial loss of service. Your business operations have been severely disrupted. Severity 1 support requires you to have dedicated resources available to work on the issue on an ongoing basis during your contractual hours.

**Major** (Severity 2). Major functionality is severely impaired. Operations can continue in a restricted fashion, although long-term productivity might be

adversely affected. A major milestone is at risk. Ongoing and incremental installations are affected. A temporary workaround is available.

**Minor** (Severity 3). Partial, non-critical loss of functionality of the software. Impaired operations of some components, but allows the user to continue using the software. Initial installation milestones are at minimal risk.

**General assistance** (Severity 4). Questions regarding configurations, consultations. Cosmetic issues.

SERVICE TYPE	1 YEAR TERM USD/EUR*	3 YEARS TERM (20% off) USD/EUR*	PAYMENT OPTIONS
SP (per HA pair)	9600	23040	Wire Transer, ACH, SEPA
MSP (per instance)	1000	Talk to us!	Wire Transer, ACH, SEPA
Production (per instance)	2400	5760	CC, Wire Transer, ACH, SEPA
Standard (per instance)	600	1050	CC, Wire Transer, ACH, SEPA

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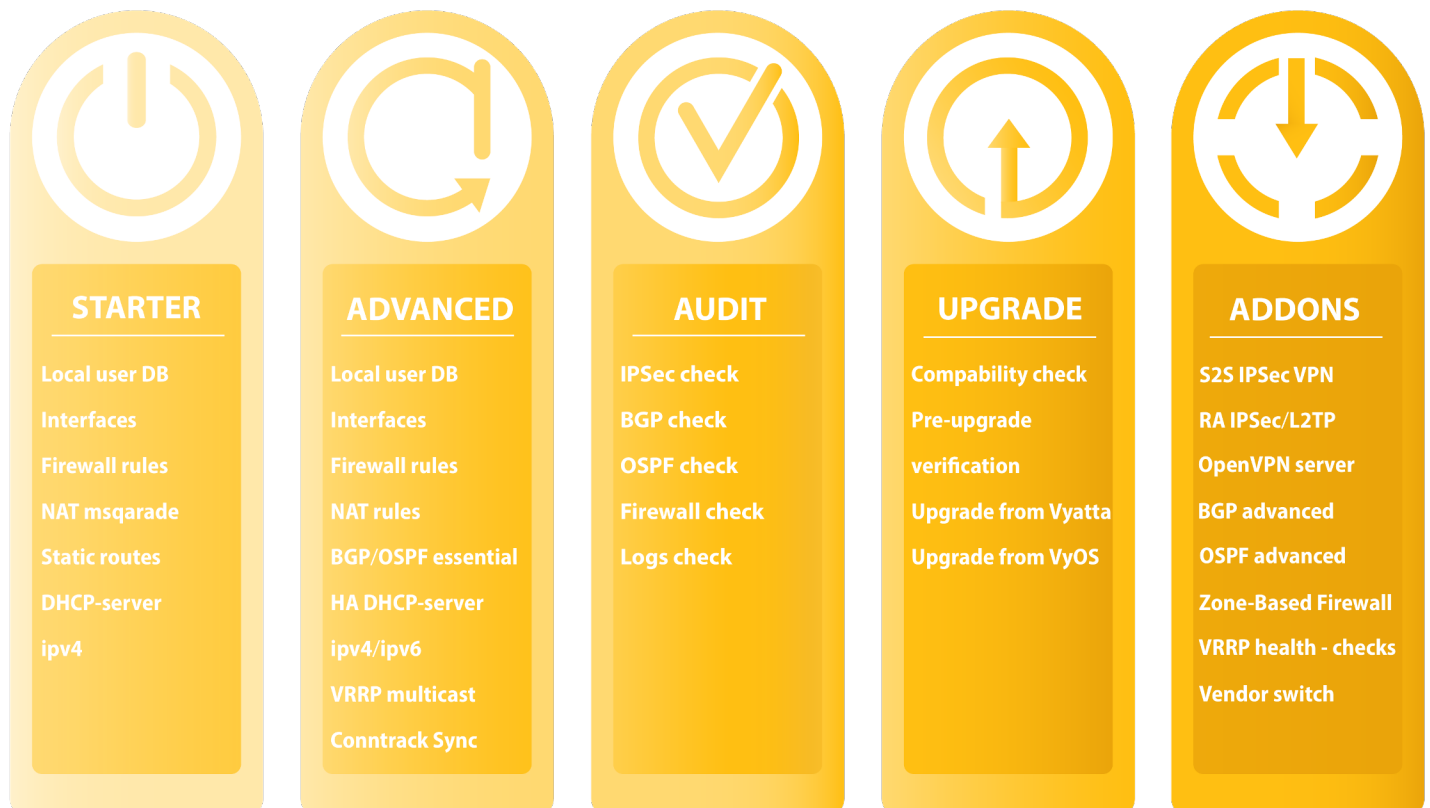
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# Professional Services

You can choose one Professional service bundle (Starter or Advanced) and one or more Addons from the listed. Upgrade to get safe and professional software upgrade and Audit bundles to verify your router is running in the best condition.



## STARTER

- 1 router
- Local user database for up to 3 users
- Up to two interfaces
- Up to 5 firewall rules
- NAT msqarade
- Up to two static routes
- DHCP-server for one subnet
- ipv4

**Price:** 200 USD.

## UPGRADE

- 1 router
- Compatibility check
- Pre-upgrade verification
- Upgrade from Vyatta
- Upgrade from VyOS

**Price:** from 300 USD/EUR\*

## ADVANCED

- 2 routers
- local user database for up to 5 users
- up to five interfaces
- up to 15 firewall rules
- up to 5 NAT rules
- BGP/OSPF essential
- HA DHCP-server for up to three subnets
- ipv4/ipv6
- VRRP multicast
- Conntrack-sync

**Price:** from 600 USD/EUR\*

## AUDIT

- 2 routers
- IPSec check
- BGP check
- OSPF check
- Firewall check
- Logs check

**Price:** 600 USD.

## ADDONS

- S2S IPsec VPN
- RA IPSec/L2TP
- OpenVPN server
- BGP advanced
- OSPF advanced
- Zone-Based Firewall
- VRRP health-checks
- Migration from other vendor

**Price:** from 150 USD/EUR\*

If none of the suggested professional service offerings do not meet your specific requirements, you can order **custom package (design, implementation, consulting)** as an alternative, fully tailored to your current

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