



Relax-and-Recover Support Services



Pricelist Relax-and-Recover (rear) Support Services

The usage of the Relax-and-Recover software is free of charge (no license fee required). For professional use we offer Subscription, Support, Consulting and Training services.

Subscription

- Building, Testing and Maintenance of rear software packages for GNU/Linux Operating Systems:
 - various distributions (SuSe, RHEL, Debian, Ubuntu, ...)
 - supported architectures (x86, x86_64, ppc, ppc64(le), ia64)
- Sponsoring contribution for which you receive an invoice
- To guarantee **Continuous Development**, bug-fixes, adding documentation and quality assurance (QA)
- Does not include incident support (and is not replacing a support contract)

Rear Subscription	Up to # Clients	Price/year
Limited	10	250 €
Standard	100	500 €
Advanced	250	1.000 €
Business	500	1.500 €
Enterprise	1.000	3.000 €
Unlimited	Unlimited	6.000 €

Support

- Analysis of incident reports, provide solutions and/or work-arounds. Hot fixes shall be provided if required
- Best effort to fix existing integration issues with *commercial* backup software
- A Rear Support Contract does include a "Rear Subscription Fee" (no need for a separate subscription fee)
- A Rear Support Contract comes in different flavours in function of the amount of incidents and according the desired Service Level Agreement (SLA)

Rear Support Contract	# incidents	SLA-bronze within 2 business days	SLA-silver next business day	SLA-gold same business day	SLA-diamant within 4 hours
Limited	3	550 €	660 €	770 €	N/A
Standard	6	1.040 €	1.248 €	1.456 €	N/A
Advanced	10	1.700 €	2.040 €	2.380 €	N/A
Business	15	2.400 €	2.880 €	3.360 €	N/A
Enterprise	25	4.250 €	5.100 €	5.950 €	8.500 €
Unlimited	unlimited	10.000 €	12.000 €	14.000 €	20.000 €



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Consulting

- Delivery of projects, workshops and trainings
- Remote or on-site consultancy services including workshops and trainings
- Writing code for integrating backup software within rear or adding missing features
- Contact us for the possibilities and prices

Subscription Terms and Conditions

- Subscription term is 1 year
- We guarantee the quality of our rear package fully tested against the supported hardware
- The repositories get updated as soon as bug fixes or product enhancements are integrated and tested
- The software can still be used even if a subscription has been expired and does not get renewed

Support Terms and Condition

- Support Contracts includes a valid rear subscription
- Support term is 1 year
- Incidents and issues will be analyzed, bugs and unexpected behavior will be fixed. However, it does not cover adding new features
- If a bug was fixed it will be committed to our source repositories, pass through our QA and will be added into the next release. For severe bugs or security issues, a hotfix will be provided
- Issues can be reported by phone, email or via GitHub issues tracker
- Number of authorized support persons at customer: 2
- Response times count within CET business hours only, which are: Monday – Friday 9am – 5pm, except for legal holidays in Belgium



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