



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, ia64)
 - kind of “commercial” donation for which you receive an invoice
- To guarantee **Continuous development**, bug-fixes, adding documentation and quality assurance (QA)
- Does not include incident support (is therefore not a support contract)

Rear Subscription	# Clients	Price/year
REAR-1	1	30 €
REAR-5	up to 5	128 €
REAR-10	10	225 €
REAR-100	100	1.500 €
REAR-1000	1.000	9.000 €

Support

- Analysis of incident reports, provide solutions and/or work-arounds. Hot fixes may be written especially for you.
- A Rear Support contract includes a valid and corresponding Rear Subscription Fee:

Rear Support Contract	# incidents	Service Level	Price/year
Limited (+ REAR-1)	3	Within 3 business days	100 €
Standard (+ REAR-5)	15	Within 2 business days	400 €
Advanced (+ REAR-10)	30	Next business day	750 €
Business (+ REAR-100)	300	4h at business day	6.000 €
Enterprise (+ REAR-1000)	unlimited	1h, 24x7	30.000 €

Consulting

- Delivery of projects and trainings
- Remote or on-site consultancy services



Relax-and-Recover Support Services



- Writing code for adding integration or 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 binary 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 be used even if a subscription expired and does not get renewed.

Support Terms and Condition

- Support includes a valid 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 repository, 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 business hours only, which are: Monday – Friday 9am – 5pm, except for legal holidays in Belgium



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