VyOS Professional Services and Support

Downloads access

Upgrade

- New features
- Experimental usage
- Development versions
- Stable releases
- Feature request
- Open to community

Configuration Services

Audit

- NAT
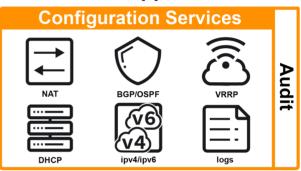- BGP/OSPF
- VRRP
- DHCP
- ipv4/ipv6
- logs

Support

- SLA
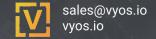- 24/7
- Phone
- Email
- Chat
- Web

VyOS Access Subscriptions

VyOS offers paid software access subscriptions. With subscription you can download a stable software with regular security updates, security notifications , best effort support. Different levels offer different image types.

SUBSCRIPTION TYPE	DESCRIPTION	COMMITMENT	PRICE, EUR	
			1 YEAR	3 YEARS
Professional Access Subscription	Entry level subscription that provides access to LTS ISO images and images for chosen hypervisor and best effort support. Unlimited	1Y	600	1500
Corporate Access Subscription	Corporate level subscription that provides access to LTS ISO images and images for common hypervisors and hardware and best effort support. Unlimited	1Y	2500	6000
MSP Access Subscription	Corporate level subscription that provides access to LTS ISO images and images for common hypervisors and hardware and best effort support. Unlimited	Custom	8000	19200

* - 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.

VyOS provides Tier III support and offers two types of SLA: *Productionn* (Production, Mission Critical) which is available 24/7, and '*Standard*' (Standard, Contributor) which is available 8/5.

SERVICE TYPE	Severity 1		Severity 2		Severity 3		Severity 4		Support Channels
	Reaction time(h)	Solution time(h)	Reaction time(h)	Solution time(h)	Reaction time(h)	Solution time(h)	Reaction time(h)	Solution time(h)	
Mission Critical	1	12	4	24	24	NA	72	NA	Phone, Slack, We ,Email
Production	4	24	8	24	48	NA	72	NA	Phone, Slack, We ,Email
Standard**	NBD	-	NBD	-	-	-	-	-	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.
** - Standard support included with each cloud instance (AWS, Azure, GCP,,Oracle)

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.
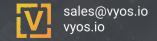
Major (Severity 2). Major functionality is severely impaired. Operations can continue in a restricted fashion, although long-term productivity might be adversely affected. A major milestone is at risk. Ongoing and incremental installations are affected. A temporary workaround is available.

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 EUR*	3 YEARS TERM (20% off) EUR*	PAYMENT OPTIONS
Mission Critical per HA pair)	6000	14400	Wire Transer, ACH, SEPA
Production (per HA pair)	1500	3600	CC, Wire Transer, ACH, SEPA
Standard (per instance)	600	1440	CC, Wire Transer, ACH, SEPA

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Ad Hoc Support for VyOS, Vyatta and EdgeOS

If you hit any VyOS, Vyatta or EdgeOS related issues in your network infrastructure, our engineer team can provide a complete and qualified remote support to solve your issues or help with diagnostic. This allows you to maintain even complex infrastructure without an own qualified staff.

Available as 4 hours pack for $600*

Hands-on assistance

In case, if you need assistance for your own technical staff, we can provide remote support and learning through a remote-control or remote viewing software. This allows you to take a full control over support process and elaborate your own maintenance procedures, based on our individual recommendations.

Design / Implementation / Second opinion

No matter if your owns a big network or just starting to plan a new infrastructure, we can do the both: provide a tech support for existing network or a qualified analysis of your requirements and abilities, and design the best solution for your specific cases based on VyOS or other vendors solutions

We can provide a help on all stages of network infrastructure deployment: from the planning to production-ready state including ongoing support

Custom Development

Even if you have a very specific requirements or need a support for a unique situations it is not a problem. Our engineering team can prepare a custom solution designed personally for you or implement a required technologies in VyOS.

We can work hand in hand with your technical specialists to make VyOS a ideal router system for your environment or use case

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