



ANSIBLE

SUPPORT CONTRACT

ANSIBLE SUPPORT CONTRACTSE



We are happy to help you run your Ansible environment with our support services. We offer the following types of contracts for Ansible, with pricing based on the scope of services and number of support incidents per year.

Please contact us if you need help choosing the right package for you.

OUR ANSIBLE SUPPORT CONTRACTS ARE AVAILABLE IN THE FOLLOWING PACKAGES:

SUPPORT LEVEL	STARTER	BASIC	PREMIUM	ENTERPRISE
Support Basics				
Service hours	Mo – Fri 8x5 ²	Mo – Fri 8x5 ²	Mo – Fri 8x5 ²	Mo – So 24x7 ²
Response times	Level 3: NBD ³ Level 2: NBD ³ Level 1: NBD ³	Level 3: 8h Level 2: NBD ³ Level 1: NBD ³	Level 3: 4h Level 2: 8h Level 1: NBD ³	Level 3: 2h Level 2: 4h Level 1: NBD ³
Number of support cases per year	12	24	36	48
Number of contacts	1	2	3	5
Support Channels				
E-Mail	✓	✓	✓	✓
Telephone	✓	✓	✓	✓
Remote support	✓	✓	✓	✓
Remote Consulting days	∅	∅	1	2
Supported Topics				
Playbooks	✓	✓	✓	✓
Roles	✓	✓	✓	✓
Collections	✓	✓	✓	✓
Modules	∅	∅	✓	✓
GUIs: Rundeck/Semaphore/AWX	∅	∅	∅	✓
Plan rate (annual)				
	5.000 €¹	10.000 €¹	20.000 €¹	30.000 €¹

¹ All prices plus the applicable VAT. After a minimum term of 12 months, the contract is extended for a further 12 months if it is not terminated with a notice period of 3 months.

² Service hours are in Central European Time (CET) and do not include German and Bavarian public holidays.

³ Response by the end of the next business day (Mon - Fri - next business day).

SEVERITY LEVEL DEFINITIONS

Level 3 Critical, major outage that completely disrupts service.

Level 2 Significant outage that causes massive service disruptions or major delays.

Level 1 Standard service outage with no or minor impact on system availability.

If you have any questions or would like a quote, please contact us at:
sales@netways.de or call **+49 911 9288566**