# ICINGA
## SUBSCRIPTION AND SUPPORT

# ICINGA SUBSCRIPTION

Icinga offers a subscription for an annual subscription fee of **EUR 5,000**.

This subscription includes the following services:

## ICINGA PACKAGES

Icinga supports and provides operating system specific packages to clients.
The following operating systems packages are available:

**Red Hat Enterprise Linux (RHEL)**
(and all derivatives)

**Amazon Linux 2**

**SUSE Linux Enterprise Server (SLES)**

## GENERAL INFORMATION

The number of installations is not limited and all packages are available without restriction.
The licence is valid company-wide per customer.

To download the package for a specific operating system, visit our package repository at
**packages.icinga.com/subscription**

**All the services listed above are also included in the Icinga support contracts (see next page).**

Please ask us for your username and password.
For clients without a support contract or active subscription there is a **free 60-days-trial period**.

# ICINGA SOFTWARE SUBSCRIPTION

The Icinga Software Subscription grants access to selected Icinga modules that are exclusively available to customers with an active subscription. These modules offer advanced functionality and enhancements that extend the capabilities of Icinga beyond the standard offerings.

Partners and Support clients benefit from permanent access to these modules as part of their existing agreement.
Subscription prices are billed annually and cover a full year of access and updates.

## EXCLUSIVE MODULES

The following Icinga modules and enhancements can be purchased individually or in a bundle with the Icinga Repository Subscription. Detailed descriptions and documentation are available on our **website**.

| | INDIVIDUAL | BUNDLE |
|---|---|---|
| | Single Module | Including Repository Subscription |
| **Module** <br> Icinga Dependency Views | € 2.000 | € 6.000 |

# ICINGA SUPPORT CONTRACTS

NETWAYS support engineers provide world-class enterprise-grade support for every supported Icinga component and module. At NETWAYS we understand that each business is different, so our BASIC, PREMIUM and ENTERPRISE plans can be extended.
*The access to the Icinga Repository is included in all support contracts.*

## OUR SUPPORT PLANS ARE AVAILABLE IN THE FOLLOWING LEVELS:

| SUPPORT LEVELS | BASIC | PREMIUM | ENTERPRISE |
|---|---|---|---|
| **Support Basics** | | | |
| Service hours | Mo – Fri 8x5[2] | Mo – Fri 8x5[2] | Mo – Sun 24x7[2] **EU only** |
| Response times | 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 | Unlimited | Unlimited | Unlimited |
| Number of Icinga hosts | Unlimited | Unlimited | Unlimited |
| Number of contacts | 2[1] | 3[1] | 5[1] |
| Icinga Subscription | ✓ | ✓ | ✓ |
| **Support Channels** | | | |
| E-Mail | ✓ | ✓ | ✓ |
| Telephone | ✓ | ✓ | ✓ |
| Remote login | ✓ | ✓ | ✓ |
| Remote consulting days | Ø | 1[1] | 2[1] |
| **Conditions** | | | |
| Number of Icinga 2 servers | 2[1] | 5[1] | 10[1] |
| Support for official Icinga 2 addons | ✓ | ✓ | ✓ |
| Support for integration | ✓ | ✓ | ✓ |
| Icinga Subscription | ✓ | ✓ | ✓ |
| 24x7 cases/year | Ø | Ø | 18[1] |
| **Supported Modules** | | | |
| Basic Modules | ✓ | ✓ | ✓ |
| Advanced Modules | 0[1] | Unlimited | Unlimited |
| **Exclusive Modules** | | | |
| Icinga Dependency Views | ✓ | ✓ | ✓ |
| **Plan rate (annual)** | | | |
| | **15.000 €[4]** | **30.000 €[4]** | **60.000 €[4]** |
| **Addon rates (annual)** | | | |
| Additional Icinga 2 Server | **Ask us[5]** | **Ask us[5]** | **Ask us[5]** |
| Additional Advanced Module | **5.000 €[4]** | **Unlimited** | **Unlimited** |
| Database Support (MySQL/MariaDB/PostgreSQL) | **2.500 €[4]** | **5.000 €[4]** | **15.000 €[4]** |

[1] All marked support modules can be extended to the BASIC, PREMIUM and ENTERPRISE support levels.
We will be happy to make you an offer.

[2] The service hours apply in the Central European Time (CET) time zone and for 8x5 not on German and Bavaria-wide public holidays.

[3] Response by the end of the next business day (Mon – Fri - Next Business Day).

[4] 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.

[5] The prices for Icinga servers are graduated prices, depending on the size and complexity of the environment.

# EXPLANATION OF EACH SUPPORT ITEM

### NUMBER OF ICINGA 2 SERVERS

The number of Icinga servers is determined by the support package. This number can be increased upon request. An Icinga server is any Icinga installation, whether it is a satellite, node or your central Icinga server. Icinga 2 agents are not counted.

### SUPPORT FOR OFFICIAL ICINGA 2 ADDONS

Icinga 2 is extensible. We support all official Icinga 2 add-ons as part of our support contracts. See icinga.com/subscription for details.

### SUPPORT FOR INTEGRATION ADDONS

There are over 200 addons developed by the Icinga community for Icinga 2.
Starting with the BASIC package, support for these addons is included as long as they are compatible with Icinga 2. Other open source tools such as Puppet, Ansible, Elastic Search, Graylog, MySQL, MariaDB, etc. are not covered by Icinga 2 support contracts.

**Examples:** The Icinga 2 Puppet module is included, your Puppet environment is not.

The IDO database schema is included, your MySQL/MariaDB/PostgreSQL setup is not included (see ADDONS).

Please ask us about our special support contracts for many other open source tools.

**IMPORTANT NOTE:** Support for addons from the Icinga community is provided on a „best efforts" basis, i.e. we strive to provide a clean solution for our support customers within the limits of economic efficiency, but cannot guarantee solutions.

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## ICINGA SUBSCRIPTION

Access to all Icinga Subscription packages. Customers with a support contract do not need to order a separate subscription and receive access to the Icinga repositories upon signing the contract.

## NUMBER OF 24X7 CASES/YEAR

The ENTERPRISE Support Package includes after-hours emergency support cases per contract year.

## SEVERITY LEVEL DEFINITIONS

**Level 3**  Critical, major service outage that completely disrupts service.

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

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

## SUPPORT FROM ICINGA

Icinga supports NETWAYS in all Level 3 support cases with the Icinga development team.

## DATABASE SUPPORT

Support add-on for MySQL/MariaDB/PostgreSQL if database is used exclusively for Icinga 2.

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