Proxmox Mail Gateway

Subscription Agreement

Proxmox Mail Gateway is the leading open-source email security solution protecting your mail server against all email threats the moment they emerge. A Proxmox Mail Gateway Subscription is a service program specially designed for IT professionals and businesses to ensure business continuity.

A subscription provides exclusive access to the stable Proxmox Enterprise Repository, to regular software updates via GUI, and to immediate professional support from the Proxmox team.

1 Proxmox Mail Gateway Subscription Plans

Choose the right subscription plan for your needs:

<table>
<thead>
<tr>
<th></th>
<th>PREMIUM</th>
<th>STANDARD</th>
<th>BASIC</th>
<th>COMMUNITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to stable Enterprise-Repository and regular updates</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Complete feature-set</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>License</td>
<td>GNU AGPL, v3</td>
<td>GNU AGPL, v3</td>
<td>GNU AGPL, v3</td>
<td>GNU AGPL, v3</td>
</tr>
<tr>
<td>Technical support</td>
<td>via Customer Portal</td>
<td>via Customer Portal</td>
<td>via Customer Portal</td>
<td>Community support</td>
</tr>
<tr>
<td>Support tickets included</td>
<td>Unlimited</td>
<td>15 tickets per year</td>
<td>5 tickets per year</td>
<td>None *</td>
</tr>
<tr>
<td>Response time</td>
<td>2 hours** within a business day</td>
<td>4 hours** within a business day</td>
<td>1 business day</td>
<td>n/a</td>
</tr>
<tr>
<td>Remote support (via SSH and HTTPS)</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Pricing</td>
<td>€ 1499 per year</td>
<td>€ 999 per year</td>
<td>€ 399 per year</td>
<td>€ 99 per year</td>
</tr>
</tbody>
</table>

* Support from community via public forum
** Guaranteed first response time on critical support requests
Note:

- The subscription model is based on the number of hosts including unlimited users and unlimited domains.
- In a cluster each host needs a valid subscription. All nodes must have the same subscription level.
- Subscription period is one year (12 months) from purchase date. All prices are net prices. VAT will be added, if applicable.
- Technical support for the Premium, Standard and Basic Subscription is done via the ticket-based Proxmox Customer Portal (in English or German) at https://my.proxmox.com
- Community support for the Community Subscription is done via the public Proxmox support forum at https://forum.proxmox.com

Important note:

(Re-)Distributing software packages received under this Subscription Agreement to a third party or using any of the subscription services for the benefit of a third party is a material breach of the agreement. Even though the open-source license applicable to individual software packages may give you the right to distribute those packages (this limitation is not intended to interfere with your rights under those individual licenses).

2 Scope of coverage

A Proxmox Mail Gateway Subscription includes the following:

- Access to the Proxmox Mail Gateway Enterprise Repository
- Complete feature-set
- Installation support
- Usage
- Configuration
- Diagnosis
- Bug reports and fixes for packages in the Proxmox Mail Gateway repository

Technical support always covers the latest stable release.

We do not support modified packages, third party software, community projects upon which our releases are based on, code development, system and network design, designing security rules, backup and recovery strategies and high availability design.

Technology previews are not supported in productions environments.
3  Additional terms and conditions

3.1. What is a Proxmox Mail Gateway Subscription?

Proxmox Mail Gateway Subscriptions is a service program designed to help IT Professionals and businesses to keep their deployments up-to-date, and provides access to professional support services.

3.2. What is the Enterprise Repository?

The Proxmox Mail Gateway Enterprise Repository is the default, stable and recommended repository for Proxmox Mail Gateway. It is available for all Proxmox Mail Gateway subscription users and we recommend using it for your production servers.

3.3. Purchasing and activating a Proxmox Mail Gateway Subscription

The easiest way to order a Proxmox Mail Gateway Subscription is via the Proxmox online shop at https://shop.maurer-it.com or via a Proxmox reseller. After your purchase has been confirmed you will receive a welcome email including the subscription key and instructions on how to activate your subscription. In the GUI of your Proxmox Mail Gateway go to “Subscription” – “Upload Subscription Key” and insert your key. Every subscription key is bound to the unique "Server ID" of your server and is regularly checked for validity.

3.4. How many subscriptions do I need?

Each Proxmox Mail Gateway server needs a subscription. Every subscription key is bound to the unique "Server ID" of your server.

3.5. Subscriptions for a Proxmox Mail Gateway Cluster

In a Proxmox Mail Gateway cluster all nodes need to have the same subscription level.

**Example:**

Consider having a cluster with three nodes. You want to get a “Standard Subscription” for your cluster which means that you need to buy three “Standard Subscriptions”.

Doing the maths: 3 x € 999 = € 2,997 annual Standard Subscription fee for a whole Proxmox Mail Gateway cluster with three nodes.
3.6. How many support tickets do I get in total if I buy two or more Proxmox Mail Gateway subscriptions?

With every subscription you purchased you will get a certain amount of included support tickets. For example: If you run two physical servers with Proxmox Mail Gateway and you order two Basic Subscriptions (each with 5 support tickets included) you have in total 10 support tickets, 5 for each physical server.

3.7. How do I receive software updates?

Information about new packages is sent via email to the email address of the root account. All updates are displayed on the web interface, including change-logs (if available). Applying updates via GUI is supported.

3.8. Upgrade your subscription level

You can easily upgrade from one subscription level to a higher one during subscription period. Only the difference between the two subscription prices will be charged. In case that you wish to upgrade, please contact your reseller.

3.9. Downgrade

Downgrades from a higher level to a lower level of subscription are not possible during the one year period. But you can cancel your subscription after one year and choose a new level. Please contact your reseller.

3.10. Server change – moving a subscription key to a new server

If you want to move your subscription key to a new server, for example because you have replaced your hardware, you can request a reissue of the subscription key. This can be done 3 times per year without any costs involved via the self service portal at https://shop.maurer-it.com (or via your reseller). If you need more re-issues, request this from your reseller.

3.11. Renewal and Cancellation

Proxmox VE Subscriptions automatically renews after one year. If you do not want to renew, you need to request a cancellation of the renewal before you get billed. Contact your reseller.

Each billing cycle is one year, so your access will continue for the remaining time of the current one-year period. Already activated and paid products and services cannot be refunded.

3.12. Definition of a critical support request

A critical issue severely impacts the use of the software in a production environment. This includes loss of data and not working production servers. The situation halts the business operations and no procedural workaround exists.
The ticket priority is subject to change by the support agent at any time. Please always submit your subscription keys on ticket creation.

3.13. Business hours

The enterprise support team is available on Austrian business days between 7:00 to 17:00 (UTC+1) - (7 a.m. to 5 p.m.).

3.14. Proxmox Mail Gateway is open-source software. Why should I pay for it?

The source code of Proxmox Mail Gateway is licensed under the GNU Affero General Public License (AGPL), v3 which means you have the freedom to use the software’s source code. Hence, you do not pay for the software’s source code (or a license). You only pay for the subscription service.

The Proxmox Mail Gateway subscription service adds real business value to your open-source IT environment by providing access to a broad infrastructure of services.

Your benefit with a Proxmox subscription are:

- Access to the exclusive Enterprise Repository with stable software packages and regular updates
- Immediate support when you need it to resolve your urgent technical requests
- Access to the Proxmox Customer Portal and to the Proxmox support team
- Flexible subscription plans scalable to your business needs

3.15. Can I use Proxmox Mail Gateway without a subscription?

Proxmox Mail Gateway is open-source software distributed under the GNU Affero GPL, v3 and you have the freedom to download, use and modify the software for private or business use. So yes, you can use Proxmox products without a subscription. Just be aware that if you choose to run Proxmox Mail Gateway without the Enterprise Repository, you may have packages that are not always heavily tested and validated.

Proxmox does not recommend using the no-subscription repository on a production server.

3.16. Technical pre-sales support

A good place for pre-sales questions is the Community Support Forum or send your Email to office@proxmox.com.
3.17. How many contacts can I register on the Proxmox Customer Portal?

For each organization/subscription, you can register up to three contact email addresses in the Proxmox Customer Portal.

Note:
The use of email addresses with auto-replies (for example: an email address of a ticket system) is prohibited to prevent email loops due to automatic replies.

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