

Subscriber Fee Structure - Overview

Subscription Prices	Gold	Silver	Bronze	Standard
Annual Subscription	€ 33'000	€ 15'000	€ 5'000	€ 3'900
BWEB Subscription	€ 2'500	€ 2'500	€ 2'500	NA
24/7 Telephone Response	€ 10'000	€ 10'000	NA	NA
Additional contact	€ 150	€ 150	€ 150	€ 150

Target Response Times	Gold	Silver	Bronze	Standard
Severity	Response Time	Response Time	Response Time	Response Time
1 Production outage	1 hr	4 hrs	6 hrs	Next business day
2 System degraded, no workaround	2 hrs	6 hrs	Next business day	2 business days
3 System degraded, workaround exists	Next business day	Next business day	3 business days	3 business days
4 Minor functionality problem	2 business days	2 business days	4 business days	4 business days

Support Access	Gold	Silver	Bronze	Standard
Authorized Contacts	5	3	2	1
FAQ	Y	Y	Y	Y
Online Ticket System	Y	Y	Y	Y
Email	Y	Y	Y	Y
Telephone (Bacula Systems)	Y	Y	Y	N
Bacula Systems remote support	Y	Y	Y	N
Onsite	1 day included	Optional	Optional	N
Senior Developer contact	Y	Y	N	N

	Gold	Silver	Bronze	Standard
Multiyear discount – 2 years	10%	10%	10%	10%
Multiyear discount – 3 years	15%	15%	15%	15%

Additional products	Gold	Silver	Bronze	Standard
BWEB installation	€ 7'500	€ 7'500	€ 7'500	NA
Onsite services (per day)	€ 2'000	€ 2'000	€ 2'000	NA
Bacula Systems Foundation Course (3 days)	€ 1'990	€ 1'990	€ 1'990	€ 1'990

Annual platform fees	Gold *	Silver *	Bronze *	Standard *
Linux	€ 1'500	€ 1'500	€ 1'500	€ 1'500
FreeBSD	€ 1'500	€ 1'500	€ 1'500	€ 1'500
Solaris	€ 2'000	€ 2'000	€ 2'000	€ 2'000
Win32 File daemon only	€ 2'000	€ 2'000	€ 2'000	€ 2'000
Mac OS X File daemon only	€ 2'000	€ 2'000	€ 2'000	€ 2'000
Other Unix/*BSD File daemon only	€ 2'000	€ 2'000	€ 2'000	€ 2'000

„All Versions“ Platform Fee = 2.5x single Platform fee.

* Gold Subscription includes three platform fees. Other subscription include one platform fee.

One platform fee for each distinct platform you use with Bacula.

Each platform fee covers one instance of Bacula Director and unlimited instanced of Storage and File daemons.

Each platform fee includes downloads of certified Bacula Systems binaries and all updates for that platform.