



## *free***RADIUS** support

### **Mancala Networks provides custom design, development, integration and support of AAA platforms based on the world's favorite RADIUS server.**

Whether you are a SMB, a large enterprise or a Telecommunications provider with 10 million users, we can help you. We recognize that installing Open Source software can be problematic for some organizations. As a result, we provide "end to end" support for FreeRADIUS.

FreeRADIUS support services offering was designed to enable you to sleep easy knowing you can have the people who created FreeRADIUS to back you up if you have an issue with your open source RADIUS solution. We are THE FreeRADIUS experts, and no one knows more about the solution than we do.

Why go anywhere else when you can get assistance from the people who built FreeRADIUS?

#### **Support model**

Our standard FreeRADIUS support offering is a **ticket based model** where a ticket represents a request for support whether it is an incident or a request for information. This enables us to provide **efficient**, on-demand, **flexible** support for all areas covered by your contract.

- An **unlimited number of servers**.
- Each ticket provides up to **2 days** (16 hours) of cumulated work effort.
- A dedicated support engineer will be assigned to each ticket and will be your single point of contact throughout the support process to resolution.
- Support is available in **English** and **French**.
- You may check on the status of a support request at any time via our web based tracking system.

## Business hours support

Support hours: Monday - Friday, 8h-18h CET, except Mancala Network holidays.

FreeRADIUS Support	SILVER	GOLD	PLATINUM
Number of tickets	12	35	unlimited
Number of servers	unlimited	unlimited	unlimited
Duration	1 year	1 year	1 year
Response time	6 hours	4 hours	2 hours
Type of support	email/web/phone*	email/web/phone*	email/web/phone*
Dedicated support engineer	yes	yes	yes
Preventative consulting	N/A	1 hour/month	1 hour/month
Price	17 000 €	28 000 €	39 000 €

\* Phone: critical incidents only.  
See official quote for details.

## 24/7 support

FreeRADIUS Support	SILVER	GOLD	PLATINUM
Number of tickets	12	35	unlimited
Number of servers	unlimited	unlimited	unlimited
Duration	1 year	1 year	1 year
Response time	6 hours	4 hours	2 hours
Type of support	email/web/phone*	email/web/phone*	email/web/phone*
Dedicated support engineer	yes	yes	yes
Preventative consulting	N/A	1 hour/month	1 h/month
Price	25 000 €	42 000 €	59 000 €

\* Phone: critical incidents only.  
See official quote for details.