



Relax-and-Recover Support Services




Price-list Relax-and-Recover (ReaR) Support Services

The usage of the Relax-and-Recover (ReaR) software is free of charge (**no license fee** required) as it is an Open Source project based on the GPL v3 license. Source code of ReaR can be found at <https://github.com/rear/rear>

For professional use we offer Subscription, Support, Consulting and Training services. For each service bought an invoice will be provided (TAX exempted for customers outside Belgium).

Subscription

- Building, Testing and Maintenance of ReaR “stable” packages for GNU/Linux Operating Systems:
 - various distributions (SuSe, RHEL, Debian, Ubuntu, ...)
 - supported architectures (x86_64)
- *To guarantee **Continuous Development***, bug-fixes, adding documentation and quality assurance (QA) through the “Relax-and-Recover Automated Testing” program¹.
- Continuously updating the “Relax-and-Recover User Guide²” pages, which is a side project of ReaR
- Does not include incident support (nor is it replacing a support contract) – it’s sponsoring ReaR for our daily activities

SKU/Description	# Units	Price/year
REAR-Subscription 	1	180 €

Support

- Subscription included for *free to guarantee **Continuous Development***
- Analysis of incident reports, provide solutions and/or work-around.
- Hot fixes can be provided if required
- Best effort to assist in existing integration issues with commercial backup software
- A ReaR Support Contract comes in different flavors in function of the amount of incidents and according the desired Service Level Agreement (SLA)

SKU	Descr.	# Incidents	Service Level	Price/year
REAR-S	Standard	5	Within Two business days	1.500 €
REAR-A	Advanced	10	Next business day	3.000 €
REAR-B	Business	12	Same business day	6.000 €

- 1 The “Relax-and-Recover Automated Testing” program is an Open Source project (see <https://gdha.github.io/rear-automated-testing/> for further details) based on **sponsorship**.
- 2 The “Relax-and-Recover User Guide” program is an Open Source side project of ReaR (see <https://github.com/rear/rear-user-guide>).



Relax-and-Recover Support Services



Consulting

- Delivery of projects, workshops, documentation and training's
- Remote or on-site consultancy services including workshops and training's
- Writing code for integrating backup software within ReaR or adding missing features
- Stand-by activities for End-User tests
- Contact us for the possibilities and prices

Subscription Terms and Conditions

- Subscription term is 1 year
- We guarantee the quality of our rear package fully tested against the supported hardware
- The repositories get updated as soon as bug fixes or product enhancements are integrated and tested
- We will update the ReaR User Guide on a regular basis
- Plan a new major ReaR release (on request with the ReaR Contributors)

Support Terms and Condition

- Support includes a **subscription** for free
- Support term is 1 year
- Incidents and issues will be analyzed, bugs and unexpected behavior will be fixed. *However, it does not cover adding new features*
- If a bug was fixed it will be committed to our source repositories, pass through our quality control and will be added into the next release. For severe bugs or security issues, a hot fix will be provided
- Issues can be reported by phone, email or via GitHub issues tracker
- Number of authorized support persons at customer: 2
- Response times count within CET business hours only, which are: Monday – Friday 8am – 5pm, except for legal holidays in Belgium



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