PROXMOX

Proxmox VE

Subscription Agreement

Proxmox Virtual Environment (VE) is a complete open-source platform for enterprise virtualization. A Proxmox VE 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 VE Subscription Plans

Pick the right plan for you and your team and scale as your need grows:

	PREMIUM	STANDARD	BASIC	COMMUNITY
Access to stable Enterprise-Repository and regular updates	Yes	Yes	Yes	Yes
Complete feature-set	Yes	Yes	Yes	Yes
License	GNU AGPL, v3	GNU AGPL, v3	GNU AGPL, v3	GNU AGPL, v3
Technical support	via Customer Portal	via Customer Portal	via Customer Portal	Community support
Support tickets included	Unlimited	10 per year	3 per year	None *
Initial response time	2 hours** within a business day	4 hours** within a business day	1 business day	n/a
Remote support (via SSH)	Yes	Yes	No	No
Pricing	€ 840 per year & CPU-socket	€ 420 per year & CPU-socket	€ 280 per year & CPU-socket	€ 90 per year & CPU-socket

* Support via public Proxmox support forum
** Guaranteed first response time on critical support requests

Note:

- The subscription model is based on the number of physical servers and their CPU sockets.
- In a cluster each node 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 in EUR. VAT will be added, if applicable.
- Technical support for the Premium, Standard, and the Basic Subscription is done via the web and email-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 VE Subscription includes the following:

- Access to the Proxmox VE Enterprise Repository
- Installation support
- Usage
- Configuration
- Diagnosis
- Bug reports and fixes for packages in the Proxmox VE repository, including Ceph packages

Technical support only covers the latest stable release.

What is not included: 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/recovery strategies, data recovery and high availability design.

Technology previews are not supported in production environments.

3 Additional terms and conditions

3.1. What is a Proxmox VE Subscription?

A Proxmox VE Subscription is a service program designed to help IT professionals and businesses to keep their Proxmox VE deployments up-to-date, and it provides access to professional support services.

3.2. What is the Enterprise Repository?

The Proxmox VE Enterprise Repository is the default, stable, and recommended repository for Proxmox VE. It is available to all Proxmox VE subscribers, and we recommend using it for your production servers.

3.3. Purchasing and activating a Proxmox VE Subscription

The easiest way to order a Proxmox VE 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 all necessary instructions on how to activate your subscription. In the user interface of Proxmox VE go to the tab "Subscription" – "Upload Subscription Key", and then insert your key. Each subscription key is bound to the unique "Server ID" of your server and is regularly checked for validity.

3.4. How many CPU-sockets does my server have?

To see the number of CPU-sockets of your server go to the web user interface of your Proxmox VE server, select the node and go to the "Summary" tab – the CPU name and the socket count will be listed there.

3.5. How many subscriptions do I need?

Each of your Proxmox VE servers will need a subscription, containing the right CPU socket count. Each subscription key is bound to the unique "Server ID" of your server.

3.6. Subscriptions for a Proxmox VE Cluster

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

Example:

Consider having a cluster with three nodes, each node has 1 CPU-socket. You want to get a "Standard Subscription" for your cluster. This means that you need to buy 3x "Proxmox VE Standard Subscription 1 CPU/year".

Doing the math: 3 x € 398 = € 1194 annual Standard Subscription fee for a cluster with three nodes.

3.7. How many support tickets do I get in total if I buy two or more Proxmox VE Subscriptions?

Each subscription level includes a certain amount of support tickets (e.g., three support tickets for a Basic Subscription).

Example:

If you run two physical servers with Proxmox VE and you order two Basic Subscriptions (each subscription containing three support tickets) you will have three tickets for each of your physical servers.

3.8. 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 changelogs (if available). Applying updates via the web interface is supported.

3.9. Upgrade your subscription level

You can easily upgrade from one subscription level to a higher one during your subscription period. Only the difference between the two subscription prices will be charged. In case that you wish to upgrade, please open a ticket in the Proxmox online shop at https://shop.maurer-it.com or contact your reseller.

3.10. 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 order a new level.

3.11. Server change – moving 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 reissue your 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 to reissue a subscription key more often, please open a ticket in the online shop or contact your reseller.

3.12. Renewal and Cancellation

A Proxmox VE Subscription will automatically renew after one year from your initial purchase date. Renewal rates are subject to change, but you will be notified of any change in your rate with the option to cancel in accordance with these terms.

If you do not want to renew, you need to request the cancellation of your upcoming renewal before you will get billed. Contact your reseller or the sales team of the Proxmox online shop at https://shop.maurer-it.com.

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

3.13. 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.

3.14. Business hours

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

3.15. Proxmox VE is open-source software. Why should I pay for it?

Proxmox VE source code is licensed under the GNU Affero GPL, 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 license); you pay for the subscription support service.

The Proxmox VE subscription service adds real business value to your open-source environment by providing access to a broad infrastructure of services, like:

- Access to the exclusive Enterprise Repository with stable software updates.
- Enterprise support to resolve your urgent technical requests.
- Access to Proxmox experts via the Customer Portal.
- Flexible subscription plans scalable to your business needs.

3.16. Can I use Proxmox VE without a subscription?

Proxmox VE is open-source software distributed under the GNU Affero GPL, v3. You have the freedom to download, use, and modify the software for private or business use. So yes, you can. Just be aware that if you choose to run Proxmox VE without the Enterprise Repository, you may have packages that are not always heavily tested and validated. We do not recommend using the No-Subscription Repository for production servers. Read more details at https://pve.proxmox.com/wiki/Package_repositories

3.17. Technical pre-sales support

The best place for pre-sales questions is the Proxmox Support Forum. Or send an email to office@proxmox.com.

3.18. 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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