

# DISCOUNTS

## QUANTITY DISCOUNT

- Depends on the number of clients a given provider has

- 300+ clients = **3 %**
- 600+ clients = **6 %**
- 900+ clients = **9 %**
- 1200+ clients = **12 %**
- 1500+ clients = **15 %**
- 1800+ clients = **18 %**
- 2100+ clients = **20 %**

## LOYALTY DISCOUNT

- Depends on how long a given provider has used ISPadmin

- 2 years = **2 %**
- 3 years = **4 %**
- 4 years = **6 %**
- 5 years = **8 %**
- 6 years = **10 %**
- 7 years = **12 %**
- 8 years = **14 %**
- 9 years = **16 %**
- 10+ years = **20 %**

Tailor-made offer?

Please contact us at [sales@ispadmin.eu](mailto:sales@ispadmin.eu)

## CONTACT

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This price list is effective as of July 1, 2020.

## TECHNICAL SUPPORT

### BASIC ★

- **FREE** (included in the price of the basic license)
- **Guaranteed response time:** within **5** business days
- **Updates** (including beta versions)
- **Emails and calls – basic consultation**
- **Problems caused by the system or its vendor** – service fee according to the valid price list
- **Problems caused by the client or third parties** – service fee according to the valid price list
- **Optional add-on modules – free trial**
- **Optional VPN tunnel** – easier access for the software vendor's technicians to the client's system

### PLUS ★★

- **Price:** 90 USD per month
- **Guaranteed response time:** within **2** business days
- **Updates** (including beta versions)
- **Problem identification and analysis**
- **Optional system monitoring by the software vendor** (system, resources, backups, ...)
- **Optional automatic updates** (stable versions only) – software vendor
- **1 system migration per year** included in the price
- **Optional VPN tunnel** – easier access for the software vendor's technicians to the client's system
- **Reduced price of TECHNICAL SUPPORT:** 52 USD per hour
- **Optional automatic database backups** (backups stored on the software vendor's storage device for a period of 7 days)

### PROFI ★★★

- **Price:** 350 USD per month
- **Guaranteed response time:** within **24** hours (business days)
- **Updates** (including beta versions)
- **Problem identification and analysis**
- **Optional system monitoring by the software vendor** (system, resources, backups, ...)
- **Optional automatic updates** (stable versions only) – software vendor

- **Service jobs** (system configuration, Postfix, certificates, etc.) – up to 5 hours per month – included in the price
- **Priority handling of issues**
- **1 system migration per year** included in the price
- **Own backup server:** Yes
- **Test server provided by the software vendor** (2 CPU, 8GB RAM, 30GB HDD)
- **Optional VPN tunnel** – easier access for the software vendor's technicians to the client's system
- **Reduced price of TECHNICAL SUPPORT:** 42 USD per hour
- **Consultation with one of the developers:** Wednesday (business day): from 1 to 3 pm (CET)
- **Optional automatic database backups** (backups stored on the software vendor's storage device for a period of 7 days)

## OPTIONAL ADDITIONAL SERVICES

- **Technical support – STANDARD:** 65 USD per hour
- **Technical support – CRITICAL:** 130 USD per hour
- **System migration:** 65 USD per hour
- **System installation:** 65 USD per hour
- **System installation** – New license: 0 USD per hour
- **Automatic database backup:** 52 USD  
Backups will be stored on the software vendor's storage device for a period of 7 days.
- **Full data backup:** 104 USD  
Backups will be stored on the software vendor's storage device for a period of 7 days.



# ISPadmin

ISPadmin is a complex information and administration system for Internet service providers.

## PRICE LIST

## product variants:

### ISPadmin CLOUD

The system runs on a high-performance server cluster in the data centre. Data is stored on disks configured in a SCSI RAID array. High reliability and security are ensured.



### ISPadmin SERVER



The system is installed on the provider's own hardware. System management, backup and maintenance are carried out by the provider's technicians.

## ISPADMIN MODULES

Thanks to its modular design, ISPadmin enables providers to choose only the modules they really need.

### BASIC MODULE

The Basic Module is part of the Basic License and is mandatory. Providers may opt to add other modules to this one.

**The Basic Module is composed of the following components:**

- Clients
- Client Portal
- Settings
- Statistics
- Other

**Price:**

- ISPadmin **SERVER**: 0,180 USD per client per month
- ISPadmin **CLOUD**: 0,320 USD per client per month

### INVENTORY MODULE

#### Optional module

- Overview of items in the central store, of items transferred to technicians and clients, of items sold, etc.
- Activity logging (transfers, item changes, ...)

**Price:**

- ISPadmin **SERVER**: 0,025 USD per client per month
- ISPadmin **CLOUD**: 0,045 USD per client per month

### TASK MANAGER MODULE

#### Optional module

- Mobile application (Android, iOS) that makes the everyday activities of technicians on the road much easier
- Overview of tasks that have been assigned to a given technician + relevant clients and routers
- Service job locations displayed on the map + instructions on how to get there
- Synchronization with the calendar
- Router connection test
- Overview of all devices
- This module can only be used in conjunction with the Scheduling module

**Price:**

- ISPadmin **SERVER**: 0,010 USD per client per month
- ISPadmin **CLOUD**: 0,018 USD per client per month

### NETWORK MANAGEMENT AND MONITORING MODULE

#### Optional module

- Support for most commonly used network management devices: MikroTik and Ubiquiti
- Also supported are Linux, airFibre, Cambium Networks, Canopy, Edge Router and RadWIN devices
- Routers, switches and other devices can be added to the system
- Changes made in ISPadmin are automatically applied to the relevant routers
- The Monitoring component informs technicians about any problems in the network – via text messages (SMS), emails, Push notifications and Dashboard notifications
- IP pools for RADIUS and NAT
- Alerts
- SNMP templates
- Nagios notifications

**Price:**

- ISPadmin **SERVER**: 0,075 USD per client per month
- ISPadmin **CLOUD**: 0,140 USD per client per month

### SCHEDULING MODULE

#### Optional module

- Overview of scheduled jobs (tasks)
- Assignment of jobs (tasks) to individual technicians or administrators
- Detailed work lists
- Activity logging
- Recommendation: It is best to use this module in conjunction with the Invoicing, Inventory and Task Manager modules

**Price:**

- ISPadmin **SERVER**: 0,025 USD per client per month
- ISPadmin **CLOUD**: 0,045 USD per client per month

### CMTS MODULE

#### Optional module

- Management of clients connected to the Internet through a cable TV network
- Automatic retrieval of data from all cable modems via SNMP
- Supported headends: Arris C3, Arris C4, CISCO UBR10K, CISCO UBR71xx, CISCO UBR72xx, Motorola BSR1000, Motorola BSR2000, CASA, Juniper G1, miniCMTS
- Supported standards: DOCSIS 1.0, 1.1, 2.0, 3

**Price:**

- ISPadmin **SERVER**: 0,015 USD per client per month
- ISPadmin **CLOUD**: 0,027 USD per client per month

### RADIUS MODULE

#### Optional module

- Authentication of clients trying to access the Internet + access authorization
- Support for PPPoE and Hotspot
- This module can only be used in conjunction with the Network Management and Monitoring Module

**Price:**

- ISPadmin **SERVER**: 0,035 USD per client per month
- ISPadmin **CLOUD**: 0,064 USD per client per month

### DEALER MODULE

#### Optional module

- Overview of commissions and payments made to dealers/partners
- Every dealer has access to their own account. In it, they can find all the information about payments, commissions, etc.

**Price:**

- ISPadmin **SERVER**: 0,030 USD per client per month
- ISPadmin **CLOUD**: 0,055 USD per client per month

### FlowPRO MODULE

#### Optional module

- The FlowPRO module records the clients' communication and therefore it is directly designed to monitor the clients' accesses to the Internet

**Price:**

**SERVER:** In the case of storage capacity of network traffic for 1 month of operation:

- from **0 GB to 499 GB**: 82 USD per month
- from **500 GB to 1,99 TB**: 123 USD per month
- from **2 TB to 4 TB**: 240 USD per month
- + each additional 2 TB: + 115 USD per month

**CLOUD:** Storage capacity of network traffic:

- from **0 GB to 499 GB**: 150 USD per month
- from **500 GB to 1,99 TB**: 225 USD per month
- from **2 TB to 4 TB**: 440 USD per month
- + each additional 2 TB: + 210 USD per month

### INVOICING MODULE

#### Optional module

- Billing cycles: Monthly, bimonthly, quarterly, half-yearly, yearly, ...
- Individual invoices, bulk invoice generation, bulk invoice sending
- Automatic service suspension and reactivation – non-payers
- Import/export
- Invoice groups – more companies within a single system
- And much more

**Price:**

- ISPadmin **SERVER**: 0,070 USD per client per month
- ISPadmin **CLOUD**: 0,130 USD per client per month

### GPON MODULE

#### Optional module

- Effective solution for the management and control of optical networks

#### Price:

- ISPadmin **SERVER**: 0,088 USD per month for active service
- ISPadmin **CLOUD**: 0,160 USD per month for active service

\* Implementation into your network is required before the used module. The price of implementation is from 1340 USD.

### HELPDESK MODULE

#### Optional module

- Ticketing module, simple communication management, ticket types: Email, Phone and SMS

#### Price:

- ISPadmin **SERVER up to 449 clients**: 14 USD per month
- ISPadmin **SERVER 450+ clients**: 0.032 USD per client per month
- ISPadmin **CLOUD up to 449 clients**: 26 USD per month
- ISPadmin **CLOUD 450+ clients**: 0.059 USD per client per month

## ONLINE DOCUMENTATION

Complete documentation for ISPadmin is available at [wiki.ispadmin.eu/en](http://wiki.ispadmin.eu/en)