

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

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
- **FULL** Backup*** – 2 weeks (ISPadmin CloudBackup) on the supplier's equipment

PLUS ★★

- **Price:** 80 EUR 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:** 40 EUR per hour
- **Daily database backups** – 7 days (ISPadmin BACKUp)
- **FULL** Backup*** – 4 weeks (ISPadmin CloudBackup) on the supplier's equipment

PROFI ★★★

- **Price:** 320 EUR 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:** 32 EUR per hour
- **Consultation with one of the developers:** Wednesday (business day): from 1 to 3 pm (CET)
- **Daily full system backups** – 7 days (ISPadmin BACKUp)
- **Weekly full system backups** – 4 weeks (ISPadmin BACKUp)
- **FULL** Backup*** – 7 daily and the following 3 weeks (ISPadmin CloudBackup) on the supplier's equipment

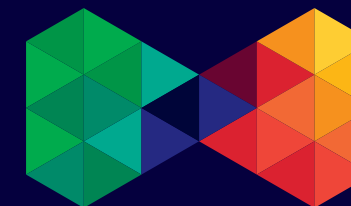
* This is an optional service

** Backup is with images of client transfer graphs

*** Unused hours are not transferred to the next month

OPTIONAL ADDITIONAL SERVICES

- **Technical support – STANDARD:** 50 EUR per hour
- **Technical support – CRITICAL:** 100 EUR per hour
- **System migration:** 50 EUR per hour
- **System installation:** 50 EUR per hour
- **System installation – New license:** 0 EUR per hour
- **Automatic database backup:** 40 EUR
Backups will be stored on the software vendor's storage device for a period of 7 days.
- **Full data backup:** 80 EUR
Backups will be stored on the software vendor's storage device for a period of 7 days.
- **Recovery of ISPadmin service** by a technician after interruption of operation: 30 EUR



ISPadmin

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

PRICE LIST

product variants:

ISPadmin CLOUD

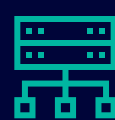
The system runs on a high-performance server cluster in the data centre. Data is stored on disks configured in a SCSI RAID array. High reliability and security are ensured.



ISPADMIN MODULES

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

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.

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:** 0,009 EUR per client per month
• ISPadmin **CLOUD:** 0,016 EUR 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:** 0,070 EUR per client per month
• ISPadmin **CLOUD:** 0,120 EUR 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:** 0,021 EUR per client per month
• ISPadmin **CLOUD:** 0,040 EUR 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:** 0,013 EUR per client per month
• ISPadmin **CLOUD:** 0,023 EUR 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:** 0,030 EUR per client per month
• ISPadmin **CLOUD:** 0,054 EUR 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:** 0,026 EUR per client per month
• ISPadmin **CLOUD:** 0,050 EUR 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:** 70 EUR per month
- from **500 GB to 1,99 TB:** 105 EUR per month
- from **2 TB to 4 TB:** 205 EUR per month
- + each additional 2 TB: +100 EUR per month

CLOUD: Storage capacity of network traffic:

- from **0 GB to 499 GB:** 128 EUR per month
- from **500 GB to 1,99 TB:** 192 EUR per month
- from **2 TB to 4 TB:** 384 EUR per month
- + each additional 2 TB: +192 EUR 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:** 0,066 EUR per client per month
• ISPadmin **CLOUD:** 0,110 EUR per client per month

GPON MODULE

Optional module

- Effective solution for the management and control of optical networks

Price:

- ISPadmin **SERVER:** 0.076 EUR per month for active service
- ISPadmin **CLOUD:** 0.14 EUR per month for active service

* Implementation into your network is required before the used module. The price of implementation is from 990 EUR.

HELPDESK MODULE

Optional module

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

Price:

- ISPadmin **SERVER up to 449 clients:** 12 EUR per month
- ISPadmin **SERVER 450+ clients:** 0.027 EUR per client per month
- ISPadmin **CLOUD up to 449 clients:** 22 EUR per month
- ISPadmin **CLOUD 450+ clients:** 0.049 EUR per client per month

ONLINE DOCUMENTATION

Complete documentation for ISPadmin is available at wiki.ispadmin.eu/en

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:** 0,150 EUR per client per month
• ISPadmin **CLOUD:** 0,280 EUR 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:** 0,021 EUR per client per month
• ISPadmin **CLOUD:** 0,040 EUR per client per month