

# 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
- **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

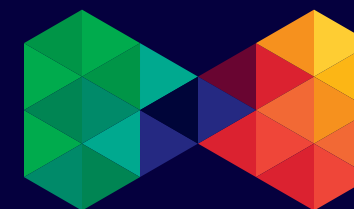
\* This is an optional service

\*\* 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

**Price:**

- ISPadmin **SERVER**: 0,070 EUR per client per month
- ISPadmin **CLOUD**: 0,120 EUR per client per month

Submodules possible to buy in addition to NMM module

#### Financial statistics of POPs

- Management costs of POPs
- Price:**
- ISPadmin **SERVER**: 0,0202 EUR per client per month
  - ISPadmin **CLOUD**: 0,0367 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 50 clients: 12 EUR per month
- ISPadmin **SERVER** 51+ clients: 0.027 EUR per client per month
- ISPadmin **CLOUD** up to 50 clients: 22 EUR per month
- ISPadmin **CLOUD** 51+ clients: 0.049 EUR per client per month

## ONLINE DOCUMENTATION

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