



## Proxmox Backup Server

# Subscription Agreement

Proxmox Backup Server is an enterprise backup solution to safely protect and restore your virtual machines, containers, and physical hosts. A subscription for Proxmox Backup Server 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 the GUI, and to immediate professional support from the Proxmox team.

## 1 Subscription Plans for Proxmox Backup Server

	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 AGPLv3	GNU AGPLv3	GNU AGPLv3	GNU AGPLv3
Technical support	via Customer Portal	via Customer Portal	via Customer Portal	Community support
Support tickets included	Unlimited	15 per year	5 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
Offline key activation	Yes	Yes	Contact us	Contact us
Pricing	€ 4320 per year	€ 2160 per year	€ 1080 per year	€ 540 per year

\* Support via public Proxmox support forum

\*\* Guaranteed first response time on critical support requests

### Note:

- The subscription model is based on the number of servers.
- Unlimited backup storage and unlimited backup-clients included.
- The 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 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 subscription for Proxmox Backup Server includes the following:

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

Technical support only covers the latest stable release.

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, or high availability design.

Technology previews are not supported in production environments.

## 3 Additional Terms and Conditions

### 3.1. What is a Proxmox subscription?

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

### 3.2. What is the Enterprise Repository?

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

### 3.3. Purchasing and activating a Proxmox subscription

The easiest way to order a subscription plan for Proxmox Backup Server is via the Proxmox Online Shop at <https://shop.proxmox.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.

Go to the web interface of Proxmox Backup Server, select the tab "Subscription" – then click "Upload Subscription Key", and insert your key. Each subscription key is bound to the unique "Server ID" of your server and is regularly checked for validity.

### 3.4. Offline subscription key activation and offline updates

The 'proxmox-offline-mirror' tool can be used to manage subscription keys for air-gapped systems or systems that cannot access the public internet. To use this functionality, you need a subscription key for Proxmox Offline Mirror itself.

**Note:** Please reach out to our sales team for details and purchasing options.

**Contact:** [sales@proxmox.com](mailto:sales@proxmox.com)

### 3.5. How many subscriptions do I need?

You will need a subscription for each physical server or virtual instance with Proxmox Backup installed. Each subscription key is bound to the unique "Server ID" of your server/instance.

### 3.6. How many support tickets do I get in total, if I buy two or more Proxmox Subscriptions?

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

**Example:** If you run two physical servers with Proxmox Backup Server and you order two Basic Subscriptions (each subscription containing five support tickets) you will have five tickets for each of your physical servers.

### 3.7. 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 change-logs (if available). Applying updates via the web interface is supported.

### 3.8. 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 you wish to upgrade, please open a ticket in the Proxmox Online Shop at <https://shop.proxmox.com> or contact your reseller.

### 3.9. 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.

### 3.10. Server change – moving the 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.proxmox.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.

### 3.11. Renewal and Cancellation

**Renewal:** A Proxmox Subscription will automatically renew after one year from your initial purchase date. 30 days before the renewal date you will receive a renewal invoice. As renewal rates may be subject to change, you can cancel the renewal when you receive the renewal invoice.

**Cancellation:** If you do not want to renew, you need to request a cancellation. Cancel yourself either via your account on <https://shop.proxmox.com>, instruct your reseller to do so, or contact the sales team of the Proxmox Online Shop at <https://shop.proxmox.com>.

You can cancel your Proxmox Subscription at any time. Your access will continue for the remaining time of your paid subscription period (billing cycle). Already activated and paid products and services cannot be refunded.

### 3.12. Multi-year subscriptions

The default subscription period is one year. When ordering, you can choose the preferred billing cycle: you can pay for one, two or three years in advance. By doing this, you are protected from the annual price changes.

### 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 production servers that are not working. The situation halts 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 Proxmox enterprise support team is available on Austrian business days between 7:00 and 17:00 (CET/CEST) - (7 a.m. to 5 p.m.).

### 3.15. Proxmox Backup Server is open-source software. Why should I pay for it?

The source code of Proxmox Backup Server is licensed under the GNU Affero General Public License version 3 (AGPLv3) 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 subscription service adds real business value to your open-source environment, by providing access to a broad infrastructure of services, such as:

- 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 Backup Server without a subscription?

Proxmox Backup Server is open-source software distributed under the GNU AGPLv3. 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 Backup Server 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://pbs.proxmox.com/docs/installation.html>.

### 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](mailto: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, in order to prevent email loops due to automatic replies.

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