READYSPACE™

ReadySpace Proxmox Mail Gateway Subscription Agreement

This Subscription Agreement (the "Agreement") is entered into between ReadySpace Pte. Ltd. ("ReadySpace") and the Subscriber ("Customer"), governing the subscription to and use of the ReadySpace Proxmox Mail Gateway services ("Services"). By subscribing to the Services, the Customer agrees to the terms outlined herein.

1. Scope of Services

1.1 Benefits

1.1.1 Access to the ReadySpace Enterprise Repository: Customers receive access to the stable Enterprise Repository for regular updates and feature enhancements.

1.1.2 Technical Support: ReadySpace provides support, including installation guidance, configuration assistance, diagnostic support, and bug reporting. Installation services do not include on-site or remote installation performed by ReadySpace.

1.1.3 Remote Support: Real-time troubleshooting assistance is available via SSH, as specified in the subscription tier.

1.2 Exclusions

1.2.1 Support for modified packages or third-party software is not included.

1.2.2 Services like system/network design, backup and recovery strategies, data recovery and high availability design are not provided.

1.2.3 Experimental features, hardware compatibility issues, and user-made modifications fall outside the scope of support.

1.3 Applicability

1.3.1 The subscription model is based on the number of servers, including unlimited users and unlimited domains.

1.3.2 A subscription is required for each physical server or virtual instance. Each subscription key is tied to the server's unique "Server ID."

1.3.3 In a cluster, each node needs a valid subscription. All nodes must have the same subscription level.

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2. Subscription Terms

2.1 Subscription Period

Subscriptions are valid for 12 months from the date of activation. Multi-year subscriptions are available upon request.

2.2 Renewals and Cancellations

2.2.1 Subscriptions automatically renew annually unless canceled at least 30 days before the renewal date.

2.2.2 Refunds are not available for activated subscriptions or paid services.

2.3 License Agreement

All software is licensed under the GNU Affero General Public License version 3 (AGPLv3).

2.4 Server Changes

Subscription keys may be reissued up to three times per year at no additional cost for hardware replacements. Additional reissues may incur a fee.

2.5 Offline Activation

2.5.1 Offline activation keys are available for non-internet-accessible systems.

2.5.2 Customers must generate an offline activation request, submit it to ReadySpace support, and apply the provided activation key.

2.5.3 Additional fees may apply for offline activation services.

2.6 Downgrades

Customers cannot downgrade subscription tiers during the active term but may select a lower tier upon renewal.

3. Technical Support

3.1 Support Channels

Technical support is provided through the ReadySpace support portal. Support is available during ReadySpace business hours and as specified in the subscription plan.

3.2 Support Tickets

Unlimited support tickets are included in all subscription tiers.

3.3 Critical Support Requests

3.3.1 Critical issues severely impacting production environments, such as data loss or halted operations, are treated with the highest priority.

3.4 Business Hours

3.4.1 Standard support hours are Monday to Friday, 9:00 AM to 6:00 PM (GMT +0800), excluding public holidays.

3.4.2 24x7 support is available for select subscription tiers.

3.5 Response Priorities

ReadySpace may reclassify ticket priorities based on urgency and impact to ensure critical issues are addressed promptly.

4. Fees and Payment

4.1 Subscription Fees

Subscription fees are billed annually in advance. All fees are exclusive of applicable taxes.

4.2 Non-Refundable

Fees for activated subscriptions are non-refundable. Customers retain access to subscription benefits for the duration of the paid term.

4.3 Currency and Pricing

Pricing is based on the rates provided at the time of purchase and is subject to change for future terms.

5. Legal and Compliance

5.1 Use of Services

Unauthorized redistribution or use of services constitutes a material breach of this Agreement.

5.2 Redistribution Restrictions

Redistribution of software packages is prohibited unless explicitly allowed by the GNU AGPLv3 license.

5.3 Governing License

Software is governed by the GNU AGPLv3 license, granting rights to use, modify, and distribute per the license terms.

5.4 Governing Law

READYSPACE™

This Agreement is governed by the laws of Singapore.

6. Additional Terms

6.1 Multi-Year Subscriptions

Multi-year payments protect Customers from annual price increases.

6.2 Pre-Sales Support

Customers may direct inquiries to the ReadySpace support portal.

6.3 Technical Previews

Features labeled as "technical preview" are not supported in production environments.

By subscribing to the ReadySpace Proxmox Mail Gateway services, the Customer acknowledges and agrees to the terms of this Agreement.

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