PROXMOX

Proxmox Mail Gateway

Subscription Agreement

Proxmox Mail Gateway is the leading open-source email security solution protecting your mail server against all email threats the moment they emerge. A Proxmox Mail Gateway Subscription 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 GUI, and to immediate professional support from the Proxmox team.

1 Subscription Plans for Proxmox Mail Gateway

	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 tickets per year	5 tickets per year	None *
Response time	2 hours** within a business day	4 hours** within a business day	1 business day	n/a
Remote support (via SSH and HTTPS)	Yes	Yes	No	No
Offline key activation	Yes	Yes	Contact us	Contact us
Pricing	€ 1800 per year	€ 1210 per year	€ 510 per year	€ 180 per year

* Support from community via public forum

** Guaranteed first response time on critical support requests

Note:

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

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

- 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 Proxmox Mail Gateway Subscription includes the following:

- Access to the Proxmox Mail Gateway Enterprise Repository

- Complete feature-set

- Installation support

- Usage

- Configuration

- Diagnosis

- Bug reports and fixes for packages in the Proxmox Mail Gateway repository

Technical support always covers the latest stable release.

What is not included: 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 and recovery strategies and high availability design.

Technology previews are not supported in productions 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 Mail Gateway Enterprise Repository is the default, stable and recommended repository for Proxmox Mail Gateway. It is available to all Proxmox Mail Gateway subscribers and we recommend using it for your production servers.

3.3.   Purchasing and activating a subscription

The easiest way to order a subscription plan for Proxmox Mail Gateway 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 Mail Gateway, select the tab "Subscription" – then click "Upload Subscription Key", and insert your key. Every 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

3.5.   How many subscriptions do I need?

Each of your Proxmox Mail Gateway servers will need a subscription. Every subscription key is bound to the unique "Server ID" of your server.

3.6. Subscriptions for a Proxmox Mail Gateway Cluster

In a cluster with two or more Proxmox Mail Gateway hosts, all nodes need to have the same subscription level.

Example:

Consider having a cluster with two nodes. You want to get a "Basic Subscription" for your cluster. This means that you need to order 2x "Basic Subscriptions" in total for a whole Proxmox Mail Gateway cluster with two nodes.

3.7. How many support tickets do I get in total if I buy two or more Proxmox Mail Gateway subscriptions?

With every subscription you purchase you will get a certain amount of included support tickets. For example: If you run two servers with Proxmox Mail Gateway and you order 2x Basic Subscriptions (each with 5 support tickets included) you will have 5 support tickets for each of your servers.

3.8. 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.

3.9. 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.

3.10. 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 choose a new level.

3.11. 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 request a reissue of the 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.

3.12.   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.

3.13.   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.

3.14.   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 nonworking production servers. The situation halts the 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.

3.15.   Business hours

The enterprise support team is available on Austrian business days between 7:00 and 17:00 (CET/CEST) - (7 a.m. to 5 p.m.).

3.16.   Proxmox Mail Gateway is open-source software. Why should I pay for it?

The source code of Proxmox Mail Gateway 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 a license). You only pay for the subscription service.

The Proxmox Mail Gateway subscription service adds real business value to your open-source IT environment by providing access to a broad infrastructure of services.

Your benefit with a Proxmox subscription are:

- Access to the exclusive Enterprise Repository with stable software packages and regular 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.

3.17. Can I use Proxmox Mail Gateway without a subscription?

Proxmox Mail Gateway is open-source software distributed under the GNU Affero GPLv3. 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 Mail Gateway without the Enterprise Repository, you may have packages that are not always heavily tested and validated.

Note: We do not recommend using the No-Subscription Repository for production servers.

Read more details at https://pmg.proxmox.com/pmg-docs/pmg-admin-guide.html#pmg_package_repositories

3.18. Technical pre-sales support

The best place for pre-sales questions is the Proxmox Support Forum. Or send an email to office@proxmox.com.

3.19. 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 to prevent email loops due to automatic replies.

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