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ReadySpace Proxmox VE Subscription Agreement

ReadySpace Proxmox VE Subscription is a comprehensive virtualization solution tailored to meet the needs of IT professionals and businesses. It offers a range of services, including:

- **Bug reporting**
- **Configuration assistance**
- **Diagnostic support**
- **Installation guidance**

These services are designed to ensure smooth operation, optimize system performance, and address technical issues effectively. A ReadySpace Proxmox VE subscription ensures consistent system performance, reliable technical support, and access to premium resources designed to maintain business continuity.

By subscribing to ReadySpace Proxmox VE services, you agree to the terms outlined in this agreement. This agreement is considered accepted upon payment or submission of an order to purchase a subscription.

1. Scope of Coverage

A ReadySpace Proxmox VE subscription includes the following benefits:

- **Access to the Proxmox Enterprise Repository:** Ensures reliable and secure software updates.
- **Technical Support:** Includes providing guidance and troubleshooting for installation, usage, configuration, diagnostics, and bug reports. Installation support does not include performing the installation on behalf of the client.
- **Remote Support:** Available via SSH for real-time troubleshooting.
- **Response Times:**
  - Entry subscriptions: Next Business Day (x2).
  - Essentials subscriptions: 24x7 response within 4 hours.
  - Enhanced subscriptions: 24x7 response within 2 hours.

Exclusions: The following are not covered under this agreement:

- Support for third-party software or modified packages.

- System/network design or backup and recovery strategies.
- Data recovery and high-availability design services.
- Technology previews and experimental features.
- Nested virtualization setups where Proxmox VE is used inside a virtual machine on another hypervisor.
- Issues related to hardware compatibility.
- Failures or errors caused by user modifications, custom scripts, or unsupported integrations.
- Situations involving non-compliance with system requirements or misuse of the software.

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2. Subscription Terms

2.1 **Subscription Period:** Subscriptions are valid for 12 months from the date of purchase.

2.2 **Renewals and Cancellations:**

- Subscriptions automatically renew annually unless canceled 30 days prior to renewal.
- Refunds are not available for activated or paid services.

2.3 **License Agreement:** All software provided under this subscription is governed by the GNU Affero General Public License version 3 (AGPLv3).

2.4 **Cluster Requirements:**

- All nodes within a cluster must have the same subscription level.
- Clusters are treated as a single entity for subscription purposes, and every node in the cluster must adhere to the same subscription level to ensure compatibility and support.

2.5 **Server Changes:** Subscription keys can be transferred to new hardware up to three times per year without additional cost. Additional transfers may incur fees.

2.6 **Offline Activation:**

- Offline activation keys are available for systems without internet access, using the "proxmox-offline-mirror" tool.
- The offline activation process includes generating an offline activation request, submitting it to ReadySpace support, and applying the activation key provided.
- Additional charges may apply for offline activation services.

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2.7 **Downgrades:** Downgrades from a higher subscription level to a lower level are not permitted during the subscription term. Subscribers may choose a lower level upon renewal.

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3. Support and Service Conditions

3.1 **Support Tickets:**

- Unlimited support tickets are included in all plans.

3.2 **Critical Support Requests:**

- Critical support requests are defined as issues that severely impact the use of the software in a production environment. This includes scenarios such as data loss, non-operational servers, or halted business operations without any procedural workaround.
- These tickets are treated with the highest priority to minimize disruption.

3.3 **Business Hours:**

- Support services are available during ReadySpace business days and hours. Business hours are defined as Monday to Friday, 9:00 AM to 6:00 PM (GMT +0800), excluding local public holidays.
- For Essential and Enhanced subscriptions, 24x7 support is available, ensuring round-the-clock assistance.

3.4 **Response Priorities:**

- ReadySpace reserves the right to reclassify the priority of a support ticket based on its impact and urgency.
- Priority adjustments ensure that critical issues receive immediate attention while non-critical matters are addressed in a timely manner.

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4. Payment Terms

Payments must be made in full at the start of the subscription period. By completing payment or placing an order, you agree to all terms outlined in this agreement.

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5. Legal and Compliance

5.1 **Use of Services:** Redistribution or unauthorized use of software or services provided under this agreement constitutes a material breach.

5.2 **Redistribution Restrictions:** Redistribution of software packages received under this agreement is prohibited unless explicitly permitted by the GNU AGPLv3 license. Subscribers are also prohibited from using subscription services for the benefit of third parties unless explicitly authorized.

5.3 **Governing License:** All software provided under this subscription is governed by the GNU Affero General Public License version 3 (AGPLv3), which grants users the freedom to use, modify, and distribute the software, subject to the terms of the license.

5.4 **Governing Law:** This agreement shall be governed by the laws of Singapore.

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6. Additional Terms

6.1 **Multi-Year Subscriptions:** Subscribers may choose to pay for up to three years in advance, protecting against annual price changes.

6.2 **Pre-Sales Support:** Pre-sales inquiries can be directed to our support portal.

6.3 **Technical Previews:** Features labeled as "technical preview" are not supported in production environments.

6.4 **Subscriptions for Clusters:** All nodes in a cluster must maintain the same subscription level to ensure compatibility.

Contact Information

For questions or further details regarding ReadySpace Proxmox VE subscriptions, please visit our support portal.

By subscribing to ReadySpace Proxmox VE services, you acknowledge and accept the terms and conditions of this agreement.