

# **SPLYNX**

# **PRICING POLICY**

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## LICENSE PRICING

Splynx ISP Framework is a software platform for Internet and Voice providers designed to support business processes and operations (BSS and OSS). The software pricing is **subscription-based**.

Current and updated pricing is available on

<https://splynx.com/pricing/>

### General Terms

The monthly **subscription fee is always based on the number of Active customers** in the Splynx database. A customer is considered as an active subscriber on the license if they are in an **Active** status in the Splynx database.

Customers in New, Blocked, or Inactive statuses are not counted towards the license.

### Counting of Active Subscribers - services limitation

An active customer is considered as one customer on the license should they have **1 to 4 active services**. In case the subscriber has **5 to 8 active services**, the system counts it as an additional active subscriber on the license.

Splynx, therefore, counts **each 4 additional active services as a new customer** on the license.

### Huawei OLT GPON Add-on

This is an extension to Splynx ISP Framework. If the active subscriber in Splynx has a HUAWEI GPON OLT provisioning service, he/she is **counted as 2 subscribers**. The maximum Splynx recurring charge for the add-on is 100 USD monthly. It means when the charge for the amount of Huawei OLT customers **reaches 100 USD/month**, all further OLT customers **are not added to the license count**.

### Hotspot Vouchers

All online vouchers are counted as active customers. It means that when 100 hotspot users are online at the same time, then a 100-subscription license is required regardless of the number of vouchers generated or used.

### Customer Portal & Scheduling Mobile Applications

All mobile applications and the customer portal are included in the Splynx subscription fee.

### Cloud Server Fees

Splynx can provide private cloud servers (DigitalOcean.com cloud environment) as a paid option.

The pricing for cloud servers are as follows:

User Count	Specification	Price
Up to 500 subscribers	4GB, 2vCPUs, 80GB SSD	<b>30 USD / Month</b>
500-2000 subscribers	8GB, 4vCPUs, 160GB SSD	<b>60 USD / Month</b>
2000+ subscribers	16GB, 8vCPUs, 320GB SSD	<b>120 USD / Month</b>



# SUPPORTING SPLYNX

## Regular Support

These support activities are **included** in the Splynx subscription.

- Technical Support – 7 days a week, 08:00-23:00 Central European Time
- All communication with the support team is done via the helpdesk platform using support@splynx.com email address or via the customer portal – <https://billing.splynx.com/>
- Answer frequency is daily – up to 2 tickets per day per Splynx end user.
- Frequent Software Updates

## Initial Deployment

Initial deployment is the process when a Splynx support engineer helps the customer to configure and set up the platform. The Splynx support team is able to provide advanced assistance during the first phases of the platform deployment.

### The tasks that are performed during initial deployment:

- Migration of the customer's current database. It can be exported from Excel, CSV or Radius server database and submitted to the support team.
- Customer and admin's AAA – Radius or Mikrotik API configuration.
- Setting up FUP, CAP and TOP UP plans.
- Checking bandwidth limitations.
- Billing engine configuration – prepaid and/or recurring.
- Configuration of Email/SMS templates – invoices, payments, monitoring notifications
- Setting correct blocking days, notifications and reminder days.
- Minor changes in existing PDF templates – add/remove lines, add variables and similar. Advanced PDF design and customizations are possible as a paid option and depends on the complexity of the task.

The Splynx subscription fee **includes 2 hours of dedicated support** to help with the system configuration. If more than 2 hours of extensive support are required by end user, then the standard hourly fee is applied.

The integration flow and suggested configuration steps are described here - <https://deploy.splynx.com>

## Dedicated Support

The Splynx engineer will assist in the required configuration or integration steps remotely via the online Zoom conferencing platform. The sessions are scheduled by the customer using the youcanbook.me calendar (provided when the subscription is bought).

The cost of the deployment packages are **60 USD/hour**, in packages of **5-hour** increments. Each ISP business is unique and therefore not possible to predict how much time the implementation will take to complete. We usually suggest the starter package (5 hours) and if required, upgrade to another 5-hour package to complete the project.



## CUSTOM SOFTWARE DEVELOPMENT

Splynx software provides customization abilities that allow any ISP to accomplish unique business requirements. The Splynx team can provide outsourcing software development services. It can be related to medium size projects, such as LTE provisioning via API or to small tools as VOIP handlers, Bank processing handlers, or PDF design customizations.

### Custom Add-ons

Before starting the development, Splynx end user and Splynx support team should agree on the following:

- Defining the addon & requirements
- Scale of the project
- Desired result
- Technology used
- Estimation timeframe

The estimated time is not an exact value and is provided by the Splynx development team as a calculation for the project cost expectation. The Splynx team tries to avoid large projects and we always strive to provide accurate estimations; however, software development is a flexible task where time consumption can differ from the estimation. The development timeframe can vary up to 30% of the original estimated time. We will however notify the customer on complete project time consumption and any variation thereof which will be described in a detailed report to the Splynx end user.

### Ongoing Support of Custom Add-ons

As soon as the custom addon is delivered, it is considered **“owned” by the customer**. The customer can distribute, share or publish the source code. The Splynx team does not provide any support services by default to the delivered extension.

If any support is required, such as updating Splynx and therefore the addon, changes to the addon or redesigning of the addon – the cost of this development will be covered by **additional custom development work and is payable by the customer**.

### Software Development Fees

The fee for custom software development is **70 USD per hour**.

### ACS Server

Splynx provides the ability to provision and manage CPE devices using the TR-069 protocol. CPE devices that are managed via Splynx are **charged separately**. Each managed CPE device is counted as 1 Splynx active subscriber. It means that if the active subscriber has an Internet service and a TR-069 controlled device, he/she will be counted as **2 subscribers** on the Splynx license.