



SPLYNX PRICING POLICY

LAST UPDATE - 01.02.2024

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

GENERAL TERMS

The monthly subscription fee is based on the number of Active customers in the Splynx database. An active customer is counted toward the license if they are in an active status in the Splynx database and have at least one active service.

Customers in New, Blocked, or Inactive statuses are not counted toward 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 customer on the license.

Splynx, therefore, counts each 4 additional active services as a new customer on the license. An example therefore would be a customer with 10 services would be shown as 3 customers on the license as it falls within the 9-12 service amount.

Huawei OLT GPON Add-on

This is an add-on to Splynx ISP Framework. If an active customer in Splynx has a HUAWEI GPON OLT provisioned service, they are counted as 2 customers on the license. The maximum Splynx recurring charge for the add-on is 100 USD monthly. This means that when the invoiced amount of Huawei OLT customers reaches 100 USD/month (200+ customers), the usage of this add-on is capped at 100 USD monthly and all further OLT customers are not added to the license count.

Hotspot Vouchers

All concurrent online vouchers/customers are counted as active customers towards the license. As an example - if 250 hotspot users are online at the same time, then a

300-subscription license is required regardless of the number of vouchers generated or used.

Concurrently online hotspot customers/vouchers are counted additionally to normal active customers and the license amount should be planned to provide adequate space for new hotspot customers to connect or vouchers to be used.

Whalebone Peacemaker - Protective DNS

This is an add-on to Splynx ISP Framework. There are 2 product variants:

- Peacemaker Security & Management
 - Up to 1000 subscribers 80 USD / Month, thereafter 0.08 USD / subscriber / month
- Peacemaker Security & Management with Content Filtering
 - Up to 1700 subscribers 160 USD / Month, thereafter 0.095 USD / subscriber / month

Customer Portal & Scheduling Mobile Applications

All mobile applications (customer portal app & scheduler app) as well as the customer portal are included in the subscription fee.

Splynx Cloud Server Fees

Cloud-based server installation is Splynx's primary focus, enhancing efficiency and service quality. As of December 1, 2023, our default installation is on a cloud instance.

We collaborate with 3 leading cloud service providers - Digital Ocean, Vultr, and Hetzner.com, ensuring our clients' servers are hosted in local data centers. With over 34 data center locations worldwide, including a new option in South Africa Digital, our network guarantees that clients, regardless of location, have access to a nearby server for a smoother and more responsive experience.

The cloud server fee is already included in the Splynx license subscription. Transitioning from on-premise to our cloud infrastructure is free of charge.

Technical Support for Self-Hosted Splynx Servers

While we continue to support customers who prefer to self-host Splynx on their own servers, it's important to note the scope of our support services for these instances.

For self-hosted or test servers, the Splynx support team will address software-related issues. Should you need help with matters related to your on-premise server, such as system migrations from one server to another, local backup restorations, data recovery, or other work related to server management or administration, we reserve the right to offer dedicated support at an additional cost.

Our standard price for the dedicated support service is billed at \$70 USD per hour. Based on the complexity and scope of your needs, support can be purchased in packages of 2, 5, or 10 hours.

This approach ensures that our team can allocate the appropriate time and resources to assist you effectively.

ACS Server

Splynx provides the ability to provision and manage CPE devices using the TR-069 protocol. The ACS (TR-069) license is charged additionally (100 USD/1000 devices) due to ongoing maintenance and development of the add-on. The pricing for Splynx ACS is as follows:

| Devices count | Price |
|---------------------|------------------|
| 0-1000 devices | 100 USD / Month |
| 1001-2000 devices | 200 USD / Month |
| 2001-3000 devices | 300 USD / Month |
| 3001-4000 devices | 400 USD / Month |
| 4001-5000 devices | 500 USD / Month |
| 9001-10 000 devices | 1000 USD / Month |

License Termination

A customer must notify the supplier about their decision to terminate their license 10 days before the planned service cancellation date.

In case, the customer won't notify the supplier the account will be put to the "Blocked" status and the subscription will continue to last for the next 3 months and the corresponding invoices will be issued during this period. After 3 months, the Splynx account will be put to the "Inactive" status. Splynx system will stop issuing the invoices.

Once the customer decides to reactivate the subscription and continue using Splynx, all unpaid invoices should be paid accordingly

Deployment & Integration

Initial Deployment & Migration

This is the initial process when Splynx onboards the customer onto the platform. Our deployment team can provide advanced assistance during this initial setup and share best practices and experience on how to approach this process.

At Splynx, we believe in promoting a collaborative approach to deployment. While our team is always available to provide guidance and support, **we encourage our customers to take an active role in configuring the system.** We offer deployment guides and a knowledge base to assist with this process. This approach allows the customer to take ownership of the system and become familiar with its functionality, which will be invaluable in the long run, as this system will be an integral part of the customer's day-to-day business operations.

Upon purchasing the license, Splynx **includes 2 hours of free dedicated support** to assist with the system configuration. If the customer requires more than 2 hours of dedicated assistance, then an integration package should be purchased - please see **dedicated integration assistance.**

Typical tasks that are performed during initial deployment:

- Migration/import of the customer's current database is subject to the **full license being purchased in advance.**
 - Prioritized data to be imported includes Tariff plans, Customers and Services
 - The data can be imported from Excel, CSV, or from an existing database (Enquire with your deployment manager/support as to which systems we can migrate directly from) and submitted to the support team.

- Network AAA configuration — Radius or Mikrotik API configuration.
- Setting up FUP, CAP and TOP UP plans.
- Payment gateway - configuration and import of payment accounts
- Billing engine configuration
 - Setting correct payment methods, due dates, blocking days, notifications, and reminder days.
 - Importing of opening balances from the previous billing system
- Configuration of Email/SMS templates — invoices, reminders, payments, and monitoring notifications
- Minor changes in existing PDF templates —add/remove lines, add variables, and similar.
- Advanced PDF design and customization is possible as a paid option and the cost is based on the complexity of the task.

The integration flow and suggested configuration steps are described in more detail [here](#)

Dedicated Integration Assistance

Should a customer require additional one-on-one assistance after the included 2 hours, integration packages are sold at **2, 5 and 10-hour increments at 70 USD/hour**. Each ISP business is unique and therefore it's not possible to predict upfront how much time the integration will take to complete. We usually suggest the 2-hour package for a small number of queries and the 5-hour package for the billing configuration/billing run assistance.

If required, additional packages can be purchased to complete the project.

Once a package is purchased - you will be provided with the relevant engineer's booking link to set an appointment. During the call, the Splynx engineer will assist with the required configuration and integration steps remotely using the Zoom online conferencing platform.

Accounting Add-ons

Due to the nature and complexity of accounting add-ons and the way they integrate with Splynx's billing engine - there will be a minimum 2-hour integration requirement (over and above any free integration assistance) which will be used to ensure the selected accounting integration is configured correctly.

The integration package will include dedicated assistance from our specialized engineers via the Zoom online conferencing platform.

Should a customer require more than 2 hours or would like to also have their billing engine configured at the same time, our other integration packages - 5 and 10-hour offerings are ideally suited for this. All packages are priced at 70 USD/hour.

For specialized Netsuite and Zoho Books integration, there is a one-time payment of \$1000. This integration package includes 2 hours of dedicated assistance from our engineers via the Zoom platform. Please be aware that Netsuite and Zoho Books integrations are unique offerings priced separately from our standard accounting add-on packages.

SPLYNX SUPPORT

Included Support

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

- Technical Support via tickets — 7 days a week, 08:00-23:00 Central European Time
- All communication with the support team is done via the helpdesk platform using the 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

Dedicated Support

In case the customer requires dedicated support assistance via a remote session or a dedicated Zoom session, this is a paid option. The cost of the dedicated support is 70 USD/hour, in packages of 2, 5, or 10 hours.

We reserve the right to charge customers for additional support if they are using an outdated version of our software and require assistance to restore from backup. This is due to older versions that may not have the necessary features and updates to handle proper data recovery methods, which can result in additional time and resources required to provide support.

CUSTOM SOFTWARE DEVELOPMENT

Splynx provides customization & development services that allow any ISP to accomplish unique business requirements. This development can be related to **small-medium-sized projects**, such as Payment gateways, VOIP handlers, Bank processing handlers, or PDF design customizations.

Evaluation & Agreement

Splynx values each project that comes our way and takes a strategic approach to evaluate them. Our experienced Strategy departments carefully analyze and pre-qualify every project to ensure that it aligns with our future direction and roadmap.

However, in seldom cases where a project does not match our direction, or may not make sense for us, or if we do not have the necessary resources available, we may need to respectfully decline. We understand that this may be disappointing, but please rest assured that we will always provide transparent feedback and suggestions for alternative solutions.

In cases where a custom project or request has the potential to benefit our existing community base, we may be able to negotiate a reduced development fee. This would enable us to make the feature publicly accessible to other Splynx customers.

Please note that any such agreements will be managed on a case-by-case basis, and Splynx reserves the final decision-making authority over them. Our aim is to ensure that all decisions are aligned with our strategic objectives and the best interests of our customers.

Custom Development Preparation

Before starting the approved development, the Splynx customer and our support team should agree on the following:

- Defining the add-on & requirements
- The 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 based off of the initial project plan provided. 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 of complete project time consumption and any variation thereof which will be described in a detailed report to the Splynx customer.

Ongoing Support of Custom Add-ons

At Splynx, we are committed to providing exceptional support and maintenance services for the custom add-ons developed by our team. Our support services encompass maintenance, migration to newer versions, and bug fixes specifically related to the custom add-ons.

Custom add-ons can have a significant impact on the functionality and performance of our main product. Thus to ensure a smooth and hassle-free experience for our clients, we have implemented a **recurring fee for ongoing support of these custom add-ons**. By charging a recurring fee for this support, we can allocate the necessary resources to address any issues that may arise after delivering the add-on.

The recurring support fee applies to add-ons with an estimated development time of more than 10 hours. However, custom templates and handlers without complex features are exempt from this fee.

To break down the pricing structure, we have two components:

Development Fee: Before the development process begins, a one-time payment based on the estimated development time is required. This fee covers the actual development of the custom add-on.

Add-on support Fee: After the custom add-on is delivered and confirmed to be working correctly by the client, a recurring support fee is applied. This fee is calculated as 2% of the hourly development rate (1.4 USD) and is multiplied by the paid/estimated development time. This amount will be charged on a monthly basis and payable according to the customer's payment terms.

Example:

A client requests a new payment add-on with an estimated development time of 80 hours while our standard development rate is \$70 per hour. **The breakdown of charges would be as follows:**

- Development Fee: \$5,600 (80 hours * \$70/hour)
- Add-on support Fee: \$112 per month (2% of \$70 * 80 hours)

Upon making the one-time payment of \$5,600 for the development fee, the client can avail themselves of the ongoing support services for the custom add-on by paying the recurring support fee of \$112 per month.

If the client decides to request further changes/features to the existing add-on, we will estimate the development time for the new features and adjust the quantity for the Add-on support fee accordingly.

However, it is important to note that if the client chooses not to pay the recurring support fee, we will unfortunately not be able to provide any support for the delivered add-on/feature.

Our pricing policy for ongoing support **ensures that our clients receive the necessary assistance** to maintain the functionality of their custom add-ons while **enabling us to allocate resources effectively for prompt support delivery**.

Software Development Pricing

The cost of custom software development is 70 USD per hour.