



SPLYNX PRICING POLICY

Introduction

This document outlines the pricing policy for the Splynx ISP Framework. It details subscription fees, add-ons, support services, and custom development options to help our customers understand the costs of using Splynx.

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 subscription fee is based on the number of active customers in your Splynx database. Customers are considered active if they have at least one active service and are marked as 'Active' in the database.

Customers with statuses such as 'New,' 'Blocked,' or 'Inactive' are not included in the subscription fee calculation.

Counting of Active Subscribers - Services Limitation

If an active customer has 1 to 4 active services, they are considered one customer on the license. If the subscriber has 5 to 8 active services, the system counts them as an additional customer. For example, a customer with 10 services is counted as 3 customers on the license as it falls within the 9-12 service amount.

Huawei OLT GPON Add-on

The Huawei OLT GPON add-on counts an active customer with a HUAWEI GPON OLT provisioned service as 2 customers. The maximum recurring charge for this add-on is \$100 USD per month. Once the invoiced amount reaches \$100 USD, additional OLT customers are not added to the license count.

Hotspot Vouchers

Concurrent online hotspot vouchers/customers are counted as active customers. For example, if 250 hotspot users are online simultaneously, a 300-subscription license is required.

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

Whalebone Peacemaker - Protective DNS

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

- Peacemaker Security & Management
 - Up to 1000 subscribers: \$80 USD/month
 - After 1000 subscribers: \$0.08 USD per subscriber/month
- Peacemaker Security & Management with Content Filtering
 - Up to 1700 subscribers: \$160 USD/month
 - After 1700 subscribers: \$0.095 USD per subscriber/month

Customer Portal & Scheduling Mobile Applications

The subscription fee includes all mobile applications (MyISP customer portal app and Scheduler app) and the customer portal.

Splynx Cloud Server Fees

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

We collaborate with three 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, our network guarantees that clients can access a nearby server for a smoother and more responsive experience regardless of location.

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.

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

Our standard price for the dedicated support service is \$70 USD per hour. Support can be purchased in packages of 2, 5, or 10 hours based on your needs.

ACS Server

The ACS (TR-069) license is additionally charged due to ongoing add-on maintenance and development. 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

Cloud Server Capacity and ACS Licensing

The minimal Splynx license starts at 400 active subscribers and runs on a cloud server optimal for up to 500 users. If you add the ACS module, please note that ACS setups with over 500 devices may require a more powerful cloud server to ensure optimal hardware performance and system stability.

License Termination

Customers must notify Splynx 10 days before the planned service cancellation date. Without notification, the account will be "Blocked," and the subscription will continue for three months. After this period, the account will be marked as "Inactive," and billing will stop. All unpaid invoices should be paid once the customer decides to reactivate the subscription and continue using Splynx.

Deployment & Integration

Initial Deployment & Migration

The initial deployment and migration process involves onboarding the customer onto the Splynx platform. Our deployment team offers advanced assistance during this setup and shares best practices and experience to ensure a smooth transition.

At Splynx, we promote 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 customers to take ownership of the system and become familiar with its functionality, which is invaluable for day-to-day business operations.

Upon purchasing the license, Splynx **includes 2 hours of free dedicated support** to assist with system configuration. If more than 2 hours of assistance is required, an integration package should be purchased (please see the section on **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 an existing database (Inquire with your deployment manager/support about 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
- Basic 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 are available 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 in **2, 5, and 10-hour increments at \$70 USD/hour**. Each ISP business is unique, so the amount of time required for integration may vary. Customers can purchase additional packages to complete their projects. Once a package is purchased, the relevant engineer's booking link is provided to set an appointment. The Splynx engineer will assist with configuration and integration steps remotely using the Zoom online conferencing platform.

Accounting Add-ons

All accounting add-ons require **Integration Assistance**. A minimum of **two (2) hours of guided setup with our specialized engineers**, delivered via Zoom, is mandatory for every new accounting add-on. The Integration Assistance is billed at \$70 USD per hour. This requirement exists due to the inherent complexity of accounting modules. Completing the configuration together with our engineers ensures correct mappings, stable data flows, and reduces the likelihood of mistakes or future rework.

NetSuite and **Zoho Books** are specialized add-ons and are subject to **a one-time activation fee of 1 000 USD**. This one-time fee already includes the mandatory first two (2) hours of Integration Assistance described above. When the one-time activation fee is paid, the initial two hours are not billed separately.

For clarity: every accounting add-on requires at least two hours of Integration Assistance at \$70 USD per hour. Only NetSuite and Zoho Books accounting add-ons carry a separate one-time activation fee of \$1,000 USD, and that fee already covers the first two hours of Integration Assistance. No additional setup charges apply.

SPLYNX SUPPORT

Included Support

The following 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

Splynx values each project and evaluates them strategically. Projects are pre-qualified to ensure alignment with our future direction and roadmap. In cases where a project does not align, we may need to decline. Custom projects that benefit our existing community may qualify for reduced development fees.

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 and evaluates them strategically. Projects are pre-qualified to ensure alignment with our future direction and roadmap. In cases where a project does not

align, we may need to decline. Custom projects that benefit our existing community may qualify for reduced development fees.

Custom Development Preparation

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

- Add-on requirements
- Project scale
- Desired results
- Technology used
- Estimation timeframe

The estimated time is a calculation of project cost expectations based on the initial project plan. Software development timeframes can vary up to 30% from the original estimate. The customer will be notified of the complete project time consumption and any variation thereof.

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 related to the custom add-ons.

Custom add-ons can significantly impact 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**. We can allocate the necessary resources to address any issues after delivering the add-on by charging a recurring fee for this support.

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: A one-time payment based on the estimated development time is required before the development process begins. This fee covers the actual development of the custom add-on.

Add-on support Fee: A recurring support fee is applied after Splynx delivers the custom add-on and the customer confirms that it is working correctly. This fee is 2% of the hourly development rate (1.4 USD) multiplied by the paid/estimated development time. It will be charged monthly 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 requests 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 essential 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.