SKUDONET®

Service Plans Guide

Application Delivery and Security Platform

1. Introduction

At SKUDONET, we see support as a fundamental part of the product lifecycle — and as a natural extension of each client's technical team. That's why we offer different service levels tailored to the real needs of each environment: from organizations that simply want to stay up to date, to those that require immediate availability from the SKUDONET technical team in the event of critical incidents.

Below is a comparative table outlining the key features of the three available service plans:

Feature	BASIC	STANDARD	ADVANCED
Price (per machine / year)	450 €	950 €	2.500 €
Updates & Upgrades	✅	✅	✅
Technical support	—	Ticket-based	Remote assistance
Response time (SLA)	—	≤ 8h (business hours*)	≤ 4h (24/7 for critical cases)
On-call service for critical issues	—	—	✅
Cybersecurity coverage	—	—	✅
Collaboration with third-party technical teams	—	—	✅

Business Hours: Monday to Friday, during the local working hours of the support team, following an 8x5 support model (8 hours a day, 5 days a week).

Although the software is licensed perpetually —and can be used indefinitely in the purchased version—, Service Plans provide access to new product versions and, at higher tiers, specialized technical support. This ensures an up-to-date and secure environment, backed by professionals when needed.

Our plans differ not only in support availability but also in the level of guidance, customization, and technical involvement we provide with each one.

Each plan is individually associated with a single machine. In high availability environments, such as cluster setups with multiple nodes, an active subscription is required for each node that needs access to updates or support.

2. Scope of the Plans

SKUDONET's Service Plans are designed to accommodate different types of organizations and levels of operational criticality. Below is a detailed overview of what each plan actually covers — including what is included and what falls outside its scope.

2.1 Plan Basic

Designed for: Organizations that want to keep their system up to date but do not require technical assistance from our team.

What's included:

- Access to major system upgrades (new version releases).
- Access to minor updates (bug fixes) and improvements within the same version.
- Access to the official technical documentation published on the website.

What's not included:

- Technical support, whether via ticket, phone, or any other channel.
- Incident resolution or system outage recovery.
- Assistance with configuration, deployment, or migration tasks.
- Guidance on software usage or best practice recommendations.

- Intervention in case of security issues or attacks.

This plan does **not** include any contact channel with the SKUDONET technical team.

2.2 Plan Standard

Designed for: Companies or technical teams that require support in their day-to-day operations but can operate with assistance limited to business hours.

What's included:

- Everything included in the Basic Plan..
- Technical support via tickets with guaranteed response during business hours (SLA ≤ 8h).
- Technical guidance and issue resolution related to software operation, exclusively through the ticketing system.

What's not included:

- Support outside of business hours.
- Remote technical assistance during deployments or migrations.
- Phone support or real-time intervention.
- Collaboration with external teams (e.g., SOC, CISO, etc.).
- Response to cybersecurity incidents or full system outages outside of business hours.

This plan is intended for autonomous operation with the necessary technical backing during standard working hours.

2.3 Plan Advanced

Designed for: Infrastructures that cannot afford service interruptions. Organizations that require continuous, responsive support and active collaboration with our technical team.

What's included:

- Everything covered in the Basic and Standard plans.
- Priority response to critical incidents with 24/7 availability (exclusively in the event of unexpected system outages).
- Guaranteed response time of ≤ 4 hours for critical incidents.
- Active remote support for key tasks such as major upgrades, migrations, or complex deployments.
- Assistance and configuration of custom IPDS rules by our technical team.
- Direct collaboration with the customer's technical teams (SOC, CISO, IT) during incidents and advanced configurations.
- Direct intervention in the event of cybersecurity incidents.

What's not included:

- Technical training or strategic consulting.
- Custom development or system personalization.
- Support for systems without an active service subscription.
- 24/7 assistance for non-critical issues.

The SKUDONET technical team acts as an operational partner in critical scenarios, maintaining direct contact with the customer's technical leads.

2. Frequently Asked Questions

- **Can I use SKUDONET without paying for a service plan?**

Yes. You can use SKUDONET without subscribing to any Service Plan. The software includes a perpetual license for each instance by default, which means you can continue using it without any time limit.

However, without an active Service Plan, you will not have access to updates, new releases, or technical support.

- **What happens if I stop paying?**

If you choose not to renew your plan at the end of the contracted period:

- The software will continue to function normally.

- You will lose access to new versions, security updates, and technical support.

- You will also lose access to the customer portal and will no longer be able to open new support tickets.

- **How many support tickets are included in each plan?**

There is no predefined number of tickets.

The STANDARD plan includes technical support via tickets during business hours. The ADVANCED plan offers prioritized support, including out-of-hours availability in the event of critical incidents.

In all cases, usage must align with a reasonable and fair use of the service.

- **Can I purchase additional support if I already have the BASIC plan?**

No. The **BASIC** plan does not allow for occasional technical support to be added.

If you need assistance, you will need to upgrade to a higher-tier plan.

- **What happens in case of a critical emergency?**

If you have the **ADVANCED** plan and a critical incident occurs (for example, a sudden production system outage), you can contact our on-call team 24/7.

A critical emergency is defined as any situation that severely impacts system availability and requires immediate intervention.