antsle edgeXperts Access

	PREMIUM	BUSINESS	CORPORATE
Coverage	• Basic Linux command line support, both inside antsleOS and inside antlets (edit / move / copy files, simple package installs inside antlets (apache, wordpress, LAMP, gitlab, …) • Setup FTP • Setup ssh keys • Invoking basic antMan functions through command line	PREMIUM plus: • Full antsleOS open source stack support: libvirt, KVM, libvirt-LXC, ZFS, iptables, qemu-img, antsle API. • antAidˢᴹ • Basic Windows support (get antsleOS/ antMan interworking with Windows antlets) • Deliver workaround and hard fixes for severity 1 cases (only within antsle)	BUSINESS plus: • Full Linux and FreeBSD support • Install and configure packages • Tuning Linux and packages (MySQL, PHP, Java, Ruby, Python, …)
Exclusions	• Package configurations • Windows • Advanced network configuration not supported by antman • antAidˢᴹ	• Linux/FreeBSD/Windows support outside the antsleOS tech stack • Fair use policy	• Advanced Windows Support (coming soon) • Fair use policy
Channels	• Ticketing Tool • Email	• Ticketing Tool • Email • Phone • antAidˢᴹ	• Ticketing Tool • Email • Phone • antAidˢᴹ • Screenshare
Response Time *	2 business days	8 hours	4 hours
Price **	$29/month, billed yearly $39/month, month-to-month	$99/month, billed yearly $119/month, month-to-month	$499/month, billed yearly $599/month, month-to-month

* Business hours: Pacific Standard Time, 9am - 5pm (excl. National Holidays)

** Billed yearly, month-to-month available. Hourly Rates available: $175/hour

1. edgeXperts Access is per antsle unit and specific to the serial number of each box.

2. Hourly Rates available: $175/hour (please contact sales@antsle.com)