



# Performax Commercial OpenSTA Support Subscriptions

Our OpenSTA support services are designed to increase your productivity and competency with OpenSTA. Revenues from support contracts will fund the enhancements and bug fixes necessary to keep OpenSTA a viable and cost effective alternative to commercial load testing tools.

	Subscription Level		
	Silver	Gold	Platinum
<b>Period</b>	1 Year	1 Year	1 Year
<b>OpenSTA Professional Quarterly News Letter</b>	YES	YES	YES
<b>Access to beta releases containing new features and bug fixes (.msi)</b>	YES	YES	YES
<b>Technical Support</b>		Unlimited	Unlimited
<b>Named Callers</b>		1 Caller	2 Callers
<b>Technical Support Response time</b>		1 business day	4 business hours
<b>Priority Queuing</b>			YES
<b>Annual Subscription Fee</b>	\$2,000	\$5,000	\$10,000

Contact [support@iPerformax.com](mailto:support@iPerformax.com) for more information

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## Performax Commercial OpenSTA Support Subscriptions Terms and Conditions

**The “OpenSTA Professional” Quarterly News Letter** contains technical “how and why” articles, tales from an OpenSTA professional, bug reports with workarounds, and the latest beta build info.

**Beta builds:** Password controlled downloads of .msi files will be provided. Availability and a description of contents will be communicated in the quarterly news letter or via email news flashes. Users are encouraged not to share beta versions with non-support plan participants. The most basic plan is priced to be affordable worldwide and support plan revenues go towards building a more reliable and capable tool.

**Technical support:** In general, if we can process the incident in 4 hours, we will do so. Any incidents requiring more than 4 hours will result in a proposal for consulting or training services.

**Named Callers:** The intent of our support offerings is to build a better tool and to help establish OpenSTA competence within your organization. Platinum level support subscribers must name a single person as the sole point of contact within their organization. Platinum level support subscribers have the option of naming a second person as a point of contact. All contact with our support team is limited to named callers.

**Technical support response time:** Within 1 Business day for gold level support by email and 4 business hours (our business hours are 1300 to 2200 GMT) for Platinum level subscribers by phone.

**Subscription fees:** Silver \$2,000, Gold \$5,000, and Platinum \$10,000 / year. Volume enterprise discounts available for Platinum subscriptions.

**Payment:** Payments to be made in advance of services. Valid forms of payment are checks drawn on US banks or Paypal (add 3% processing fee).

**Referral bonus:** If you know someone who would benefit from an OpenSTA support subscription, refer them to us and earn a 5% referral commission.

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