



## LuxSci Platform

The LuxSci Platform is a version of the LuxSci Email and Web System designed to be deployed and managed by the Customer in the Customer's own datacenter(s). Each deployment of the LuxSci Platform is custom tailored to meet the Customer's needs and offers options for future revisions.

- **Hardware:** The hardware, data center, network, bandwidth and all aspects of provisioning and maintenance thereof are provided by Customer. Customer is responsible for server and network uptime. LuxSci provides no service level agreement relating to server or network hardware or operation thereof.
- **System Monitoring:** LuxSci staff will not be proactively monitoring the servers, services, or users, unless explicitly contracted to do so. Customer is responsible for monitoring the services and receiving and responding to server alerts, as needed. However, the Platform comes with sophisticated monitoring tools that will alert your staff to issues.
- **Support:** Customer will provide all front-line, Tier-1/Tier-2 support to all of the users of the LuxSci Platform. Definitions of the support tiers found at the end of this document. Customer can also provide varying levels of Tier-3 support, based on technical experience.
- **Access:** Customer will have Root Access to the servers and databases and special support access to the LuxSci Web Interface.

In summary, with this solution:

- Customer works with LuxSci to determine the specifications of the solution to be implemented in the form of LuxSci's software on a set of servers to be managed by the Customer. This includes determining the numbers and types of servers needed for the goals of the Customer
- Customer sets up the servers and installs the appropriate LuxSci-approved operating system on them and provides LuxSci with Root Access.
- LuxSci configures the servers and its software on them.
- LuxSci provides special training and support for Customer during the first 30 days with optional monthly extensions
- LuxSci will install LuxSci software updates on Customer's servers when they are available (and no more than once/month for free). Customer can decline software updates so long as the version installed is still supported by LuxSci. The default software package includes all LuxSci software, except for that listed in the final section.
- Customer can have any number of users.
- The cost to the Customer is described below, but is mainly a function of software licensing and paid support.



## Service and Pricing

*A minimum 1-year commitment is required. After the first year, the commitment can be renewed or become month-to-month. Additionally, a special LuxSci Platform Master Services Agreement must be signed.*

A single, independent, LuxSci Platform installation is known as a POD—a set of servers, physical and/or virtual, that collectively run the LuxSci Platform software. A POD of servers is configurationally independent of servers in any other POD. Pricing is based on:

- One-time setup fees
- Ongoing server license fees
- Paid support as need
- Technical advocate
- Optional training
- Optional server monitoring by LuxSci
- Optional third party services (including but not limited to: Premium Email Filtering, Premium Email Archival, DNS services, Spell Checking)

## Setup Fees

There will be a one-time server setup fee of: **\$300/server**

For each server onto which LuxSci's Platform software is installed and configured. The setup fee is the same for both physical servers and virtual servers, no matter how many CPUs each server has.

Additionally, there is a one-time overall POD-setup fee of: **\$300/POD**

This covers the development of the overall specifications for the POD as well as the general initial configuration.

## Software License Fees

There is a monthly fee of: **\$100/mo/server** and **\$300/mo/Platform**

For each server, physical or virtual, in the Customer's POD on which the LuxSci Platform software is running. This fee covers:

- The right to run LuxSci's proprietary software infrastructure on each licensed server.
- Software upgrades as they become available, but no more frequently than once/month unless a special patch release is being made just for you.
- Periodic updates to software such as "SpamAssassin" and "ClamAV" and "PHP" as needed for your POD, to be scheduled with you.



## Technical Advocate

There is a *required* purchase of a “Technical Advocate” for the first month of service.

### **\$900 for the first month**

Access to a Technical Advocate – a specific person at LuxSci who is assigned to your account and who can provide you with the following:

- Answers to any informational questions you or your named administrators may have at no additional cost (does not include actual support requests)
- Scheduled weekly conference call.
- Weekly or ongoing review of your open support incidents
- Person who knows your account and LuxSci and who can direct your questions and issues appropriately and advocate and escalate on your behalf.
- Technical Advocate is for non-critical questions and matters and is available during Lux Scientiae’s business hours (though weekly calls may be flexibly scheduled).

For every month, including the first month, that you subscribe to the Technical Advocate service, *you will also receive an additional free 10-pack of support tokens* which will not expire.

You can optionally extend the “Technical Advocacy” for additional months at a rate of **\$900.00/mo or \$9000.00/yr.**

## Training

An online LuxSci system reference manual including support/administration cook book(s) will be made available to Customer. This will be available through the Customer’s own WebMail interface in their POD and via LuxSci’s WebMail interface where the customer can go for support.

**Two web-based training seminars for your technical staff are offered free of charge during the first 30 days.** (A value of \$150 each) You can optionally have additional web-based training sessions at a rate of **\$150/hour** (subject to change). I.e., use these if you have new hires in the future or would like training on other features or aspects of the LuxSci Platform.



## Paid Support

Your account can have up to 5 named administrative users with access to a special account in LuxSci's main webmail portal which will be used for Support purposes. These administrators can submit, purchase and authorize requests for different types of LuxSci support.

Examples of common Support requests include:

- Restoring data from backup
- Installing new SSL certificates
- Configuring new private labeled themes
- Analyzing log files of any kind
- Configuring secure form to email scripts
- Investigation or analysis of server health and monitoring alerts
- Fixing corrupted email folders
- Answering complex implementation or diagnostic questions
- Modifying server configurations
- Performing any type of support or administrative tasks for you
- Answering informational questions for which you need the answer right away

Examples of things that are NOT Support requests:

- Requests for training of any kind
- Requests for custom software development
- Requests for server provisioning changes or migrations, including the addition of new roles.
- Requests for customizations of the LuxSci Platform

Your account will be able to purchase blocks of "support tokens". Unused tokens do not expire. Your account is given **5 free support tokens** when you sign up (as part of the initial month of Technical Advocate service).



The types of support requests that can be made are:

1. **Informational** (free):

Informational tickets allow administrators to ask one or a few informational questions on a single topic. LuxSci staff will respond within 3 days. If you have a “Technical Advocate”, you can ask this person your informational questions as well. Informational questions are designed to help you fill in gaps in your understanding of how LuxSci works and what is possible. Informational tickets are not to take the place of training sessions, but to supplement them; questions covered in training sessions may be responded to with suggestions to take the respective training session.

2. **Billing-related** (free):

Support tickets regarding billing questions related to your payments for services under The LuxSci Platform and for selected other types of account upgrades are also free. Examples include: addition of DNS or domain registration services for a new domain, provisioning of Email Defense services for a new domain, ordering and installing of an SSL certificate. Updates to server monitoring configurations also fall into this free category if you have the “server monitoring service” described below.

3. **Standard Support** (2 tokens):

Ask our support staff to assist you on a single issue that your staff cannot resolve themselves. These types of requests usually require some type of action or research to be done by LuxSci or are informational questions that you require an answer to sooner rather than later. LuxSci guarantees that it will begin working on the request within 24 *hours* and will resolve it or have a plan for resolving it within 48 hours.

4. **Urgent Support** (5 tokens):

LuxSci will begin working on the request within 4 *business hours* and will resolve it or have a plan for resolving it within 24 hours.

5. **Emergency Support** (15 tokens):

LuxSci will begin working on the request within 1 hour and will resolve it or have a plan for resolving it within 4 hours. Emergency support requests are limited to issues which are “mission critical”. Mission critical issues are defined as those which affect the ability of your business to run or function on a minute-to-minute basis.

Some examples of issues that may be mission critical are:

- Server or web site failures
- Domain-wide or account-wide email interruptions
- Restoring web sites or databases from backup

Some examples of issues that are not mission critical are:

- Configuration or setup of an individual user
- Updating or resetting individual user service limits
- Restoring individual email folders from backup



Requests for emergency support which LuxSci determines are not mission critical shall be demoted to “Urgent” status.

Business hours in this context are defined as those hours between 9am to 11pm Eastern Time (USA), 7 days per week. If just “hours” is specified, then this applies to any hour of any day.

If the ticket is not answered in a timely fashion as per the guarantees above, then the ticket will be free.

Support requests are restricted in the following ways:

- Any single request should not take longer than 60 minutes of support time. Requests that are complex, or which will take longer than 60 minutes, will require additional tokens to cover the time and effort. This will be identified by LuxSci for you.
- Multiple requests made in a single ticket may be broken up into separate tickets; the number of tokens used by the ticket may be adjusted to accurately reflect the number of distinct requests.
- Once a ticket is closed, it cannot be reopened except by LuxSci support, and then only if the exact issue is clearly continuing. Multiple requests for the same kind of action (i.e. multiple restores from backup) are considered separate support requests.

**Phone Support:** Customer can call LuxSci’s support phone numbers for support with emergency issues. All other issues should be made via the support ticketing system and will be responded to within the timeframe guaranteed.

**Token Pricing:** The following are the prices for purchasing packs of support tokens.

5 Tokens	\$ 125.00	(\$25/token)
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Packs of support tokens can be purchased anytime needed if you run out of tokens and need additional support. All unused tokens never expire.

It is possible to use tokens to pay for consulting or provisioning services as well.

Unlimited Support. It is not possible to purchase an “Unlimited Support” or “flat rate” plan; however, it is possible to have one or more full time higher tier LuxSci support staff personnel dedicated to your account. Pricing for this varies based on commitment level.



## Server Monitoring Support

With this service, LuxSci's support staff will receive the server monitoring alerts for your POD and respond to them as appropriate. The price for this service is

**\$250/server/mo**

and includes:

- Tweaking and adjusting of monitoring configurations on your servers as needed on an ongoing basis.
- Receiving server alerts by LuxSci staff via email (and by email to phone call for critical issues).
- Investigation of the server issue within *1 hour* of receipt of the issue for critical alerts and within *4 business hours* for non-critical alerts.
- If an alert occurs that requires support action to correct, a standard, urgent, or emergency support issue will be created as appropriate based on the severity of the issue and our agreement on how to proceed. The token cost of the support issues is not covered by the monitoring fee.
- Bringing to the Customer's attention the need to adjust the POD or server configuration to relieve congestion or other problems.

Note that this service requires that:

- LuxSci staff has remote root access to your servers and that good Internet connectivity between your servers and LuxSci staff is available ... permitting receipt of alerts via email and remote logins and diagnostics.
- Customer is following LuxSci's recommendations in terms of hardware and service provisioning, both initially and going forward. I.e. if there continue to be excessive alerts due to Customer pushing his/her hardware to its limits, then this monitoring agreement would not cover them.
- Customer is not intentionally performing actions that consistently result in alerts despite LuxSci's recommendations.

LuxSci reserves the right to terminate the monitoring agreement or adjust pricing if deemed necessary due to excessive alert frequency. LuxSci also reserves the right to decline acceptance of a "Server Monitoring" contract if it believes that the location or configuration of the servers would make it difficult for LuxSci to perform an acceptable or timely job.



## Server Provisioning Changes

Certain types of server provisioning changes are not covered by paid support. These include, but are not limited to:

- Migrating domains from one account to another
- Migrating accounts from one server to another
- Migrating groups of accounts from one server to another
- Changes to your POD architecture beyond the addition of new servers
- Adding or changing server roles.
- Re-building a server completely from backup
- Installation of custom software on your servers
- Custom server software configurations

These types of activities require variable amounts of time depending on exactly what is involved (configuration, number of users, how much data, etc.) and they generally need to be planned and scheduled with Customer. As such, the time required and thus the price for any such changes will be determined when the action needs to be done. We currently charge

**\$200/hr**

For server provisioning work of this nature and items like this may take one to a few hours to accomplish.

## Consulting and Software Changes

It is possible that you may require services such as:

- Customizations to LuxSci's software infrastructure
- Consulting on how to implement or perform complex tasks related to email, web hosting, or LuxSci.
- Custom development of web sites or programs that are not directly related to LuxSci's software infrastructure.
- Managing your web site or user configurations for you at your request.
- Assistance with programming our APIs

These types of services fall under consulting; prices will be quoted based on the type of work required. Retainer rates are also available for ongoing work.



## Other Services

LuxSci has ensured that there are no per-user fees and that the pricing is as straight forward and as clear as possible ... with minimal cost if minimal support is needed.

However, there are some services that LuxSci provides that are configured via 3rd party partners of LuxSci. Use of these services would be additional to LuxSci's posted retail prices.

These include:

- Premium Email Filtering (SPAM and Virus)
- Premium Email archival
- SSL Certificates
- DNS and Domain Registration Services
- License fees for special software that you wish to run in your POD that is not directly provided by LuxSci
- Spell Check As You Type (SCAYT) through SpellChecker.net

With SCAYT, you may choose between the following options:

- 1) None - No SCAYT in your POD
- 2) Hosted - Purchase "Hosted" SCAYT service directly from SpellChecker.net
  - o Buy it direct for \$250/yr (SSL support plus 50 maximum concurrent sessions)
  - o Have LuxSci buy it for you for \$350/yr. We take care of renewals and such.
- 3) Licensed - Buy a license for running the spell checker server on (one of) your WebMail server(s).  
This requires an SSL certificate + Dedicated IP address IP for this site.
  - o Price: \$2000 for the first year; \$500/year after that. \$200 installation fee, plus cost of SSL+IP.

**All prices are subject to change unless otherwise noted in a signed contract.**