



ABOUT VLM

Viprinet Lifetime Maintenance is a bundle of software and service components that was designed to perfectly support the longevity of Multichannel VPN Routers and Hubs. With VLM, access to high-quality support via email and phone, Advanced Replacement (ARMA), and to the newest firm- and software is guaranteed. The extent of included services varies depending on the respective subscription level.

GET VLM!

Register your Viprinet product today and get VLM immediately at <https://vlm.support>

SERVICE PROVIDER

VLM services are exclusively provided by VLM Support GmbH, a dedicated service company. The company is not formally related to Viprinet, and is using the Viprinet brand under license.

Each Viprinet Router or Hub requires a Viprinet Lifetime Maintenance (VLM) License in order to receive support and software updates. To acquire a VLM License, you need to use the VLM Service Portal at <https://vlm.support> and consent to the VLM License Terms and to the VLM Platform Usage Terms there.



VIPRINET LIFETIME MAINTENANCE

LIFETIME SUPPORT FOR YOUR VIPRINET PRODUCTS

VLM: A BREAKTHROUGH IN SERVICE QUALITY

COMPLETE WORRY-FREE PACKAGE

Lifetime support (email & phone support, major and minor software updates)

ARMA: No-questions-asked replacement for hubs, routers, and modules

Free of charge upgrade to successor model on EOS

Subscribe once and be covered forever
Easy-to-use online portal with straightforward subscription management

CONVENIENT SUBSCRIPTION MODEL

MODULAR SERVICE PACKAGE

Choose from different subscriptions to meet your individual requirements

Choose an appropriate billing cycle

Full cost transparency
Lengthened product life cycle, reducing TCO
Lifelong maintenance, even if the next generation of the product is already on the market

HIGH INVESTMENT SECURITY

VLM: RE-VITALIZE YOUR EXISTING VIPRINET PRODUCT

MASSIVE PERFORMANCE INCREASE

Exclusive access to the new RuggedVPN firmware

Increased bonding capacity of up to 80% and up to 0% packet loss with RuggedVPN

Products out of warranty can be covered again
Support regardless of product age

ENHANCED SERVICE QUALITY

SUBSCRIPTIONS – WHICH ONE FITS?



BRONZE

Bronze is available for all Viprinet devices. It's particularly suitable to put devices without any hardware warranty back under maintenance and keep them up-to-date.



SILVER

Silver is the level recommended for all customers who require extended warranty for their devices, and wish to obtain a worry-free package for their products.



GOLD

Gold offers full security for business critical infrastructure, including priority support, ARMA with same day shipment, and free of charge upgrade to successor model in case of EOS.

LEVEL	BRONZE	SILVER	GOLD
Support (Phone, Email) / No SLA ¹⁾	✓	✓	–
Priority support (Phone, Email) / 4 hours response time ¹⁾	–	–	✓
Minor and major software updates	✓	✓	✓
Remote-assisted device configuration	–	✓	✓
Free of charge advance replacement of defective products (ARMA) with 3 day shipment	2)	✓	–
Free of charge advance replacement of defective products (ARMA) with same day shipment	–	–	✓
Free of charge upgrade to successor model on EOS ³⁾	–	4)	✓

1) During Viprinet business hours; 1st Level Support by Viprinet Partner

2) For Bronze, ARMA is available with additional charge of 70% of the replacement product's list price

3) In case of End of Service (EOS) and existing VLM license goes beyond EOS date

4) For Silver, an upgrade to the successor model is available with an additional one-time handling fee of EUR 400.00 plus VAT for each device

PRICING

Prices are given as a yearly percentage of the product's list price. Please note that the actual subscriptions fees are calculated per day, and billed according to the customer-selected billing cycle.

PRODUCT	BRONZE	SILVER	GOLD
Enterprise CPE/Routers	10%	19%	31%
Hubs	16%	25%	37%

