



## MSP partner program — pricing & terms

**September 2026 edition** · All prices CAD per year unless noted · For managed service providers. Direct-client pricing lives at [spatiumnorth.com/spatiumddi/pricing](https://spatiumnorth.com/spatiumddi/pricing); this sheet governs the partner figures and supersedes any earlier sheet.

### The model

You keep the client relationship — all of it. Your help desk runs Tier 1 and Tier 2 under your name, and we back your **certified operators** with a Tier 3 line to the people who write the product. We hold no support contract with your clients; if one of them contacts us anyway, we point them back to you. The one exception is larger client estates, which take their own named plan — and even those, you resell.

**Certification** means two certified operators on your staff and one live estate. Until you certify, the partner discount on resold plans is 20%; from certification on, 25%.

### The Partner Backline grid

One subscription covers your whole registered book, banded by how many client estates you register — never metered.

|                                                                                 | UP TO 5 ESTATES | UP TO 15 ESTATES | UP TO 40 ESTATES |
|---------------------------------------------------------------------------------|-----------------|------------------|------------------|
| <b>Partner Essential</b><br>Business-hours backline, next-business-day response | <b>\$15K</b>    | <b>\$36K</b>     | <b>\$75K</b>     |
| <b>Partner Standard</b><br>Same-business-day backline response                  | <b>\$30K</b>    | <b>\$70K</b>     | <b>\$140K</b>    |
| ≈ per estate per month at full band<br>Essential / Standard                     | \$250 / \$500   | \$200 / \$389    | \$156 / \$292    |

For scale: MSPs price network add-ons to SMB clients at roughly \$2 per endpoint per month, so the per-estate figures above earn a healthy markup from about 150 endpoints per client up — which is also the pilot's nomination bar.

### The estate registry

- **What qualifies.** An estate joins the registry when it has one site and up to 5 DNS/DHCP server nodes.
- **The HA carve-out.** Registry estates band on sites and nodes only — an HA pair does *not* move a registry estate up. (The direct grid's HA floor prices our operational load for HA; behind a certified partner, that load is your Tier 1/2 work.) A full HA estate that passes 5 nodes becomes Medium on the count alone, and takes a named plan.
- **Outside the registry.** A client with two or more sites, or more than 5 nodes, takes its own named plan from the direct grid, resold by you — see below.
- **Onboarding review.** \$2,000 per new estate, mandatory for every estate registered in the partnership's first 12 months; optional afterwards, following a clean quarterly review. It covers the extra attention every estate needs in its first months.

- **Fair use, never metered.** Each band carries a backline envelope — about 60 hours a year at  $\leq 5$  estates, 120 at  $\leq 15$ , 250 at  $\leq 40$ . Nothing is metered and no invoice changes mid-term. A sustained overrun follows a remedy ladder instead: retraining first; then how-to tickets billed as paid Tier-2 assistance at the partner day rate; then a pause on new-estate onboarding until the hours come down.
- **Registry hygiene.** The registry is reviewed with you quarterly, and the schedule carries an audit right. Sites and nodes are observable, so banding never becomes an argument.

## Reselling named plans — Medium and Large clients

A Medium or Large client estate sits outside the backline on its own named support plan from the direct grid, resold by you at the partner discount — 20% until you certify, 25% after — applied *after* any education discount. The discounts compound rather than add. Worked example, a three-site public school board on Standard · Medium:

| STEP                                              | AMOUNT    |
|---------------------------------------------------|-----------|
| List price (Standard · Medium)                    | \$65K     |
| The board's direct price, after education 15%     | \$55.25K  |
| Your buy price, after partner 25% (certified)     | \$41.44K  |
| Your gross, reselling at the board's direct price | ≈ \$13.8K |

During the pilot, at 20%, the buy price is \$44.20K and your gross ≈ \$11.1K. A private-sector client on the same plan carries no education discount: you buy at \$48.75K and keep \$16.25K. Your client always pays the published direct price — the channel never undercuts the page.

**Referrals.** When a client must contract with us directly (purchasing rules, for instance), a referral pays a share of first-year value, once, never recurring: 10% for an introduction, 15% by default, 20% when you ran the qualification.

## The Lighthouse pilot

This section is written in simplified technical English on purpose — short sentences, one statement each, so the terms survive translation and quotation.

### What the pilot is

The Lighthouse pilot is a six-month program for one partner. It is the first step of the partnership. The pilot memorandum states all the fees up front.

### What you pay

The price is \$10,000, fixed. The \$10,000 pays for the architecture review of estate one. Estates two and three each take the \$2,000 onboarding review. Thus the pilot costs \$14,000 in total. There are no other pilot fees.

### What you nominate

You nominate three client estates. Each estate has approximately 150 endpoints or more. Multi-site and compliance-driven clients are the best candidates — a clinic, a manufacturer, a school board, a municipality.

### What we do

We give your team a partner training seat. We review the architecture of estate one. We shadow your first deployment. We back your operators for the three estates, for the six months. At the end, we give you a written readout.

### The beta rule

The product is in beta. Pilot estates run in parallel with the incumbent system. Do not cut over to production before the general release.

### The credit

When you convert to an annual partner subscription, we credit the \$10,000 against the first year. The credit is limited to one third of the subscription's value. Example: on Partner Essential ≤15 at \$36,000, the credit is the full \$10,000, and the first-year invoice is \$26,000. On the \$15,000 cell, the credit is \$5,000.

### Partner rates, billing and caps

| ITEM                                                        | RATE                       |
|-------------------------------------------------------------|----------------------------|
| Onboarding review, per new estate                           | \$2,000                    |
| Subcontracted delivery day (fixed-scope work you have sold) | \$1,600                    |
| Partner discount on resold named plans                      | 20% → 25% at certification |
| Referral fee, share of first-year value, paid once          | 10% / 15% / 20%            |

- **Billing.** Annual, in advance. Quarterly-in-advance is available at +5%.
- **Renewals.** Subscriptions rise with the Canadian all-items CPI (most recent July print), floor 3%, cap 6%.
- **Discount order and cap.** Education, then partner, then multi-year — and the total never exceeds 40% off list.
- **Open source stays open.** Clients you do not register simply run the free software unsupported; the partner agreement never restricts that.

**Spatium North Inc.** (Spatium Nord Inc.) · Montréal, Québec, Canada · [spatiumnorth.com/contact](https://spatiumnorth.com/contact) ·

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