



Support plans & pricing — the detailed sheet

September 2026 edition · All prices CAD per year unless noted · The live page at spatiumnorth.com/spatiumddi/pricing is the source of truth; this sheet restates it with the fine print, and supersedes any earlier sheet.

The software is \$0 forever — the full platform, Apache 2.0, every feature, no paywall. A support plan buys *response*: when something breaks in the layer everything else runs on, the people who build the product work it with you. Two axes set your price: the service tier (how fast someone is on the hook) and the deployment band (how big your estate is). Flat yearly rates, published. Never per-IP.

The grid

	SMALL 1 site	MEDIUM 2–4 sites	LARGE 5+ sites
Essential Business hours, next-business-day response Open to early adopters today	\$15K	\$22K	\$30K
Standard Same-business-day response Opens ~Q3 2027 (our estimate) — waitlist	\$45K	\$65K	\$90K
Premium 24×7 critical-response path By arrangement — starts with a call	\$70K	\$95K	\$120K
24×7 severity-1 path Add-on to a Standard plan — a paged 24×7 path for severity 1 only Opens with Standard — waitlist	+\$15K a year, on any Standard plan, in every band — the fine print is under “What each plan includes”		

Beyond Large (national, multi-region estates): custom-scoped. No featured tier — the availability lines are the guidance. Premium commits us to 24×7, so it is arranged contract by contract, once the staffing behind that promise exists.

How your band is decided

Count two things: physical locations (“sites”) and DNS/DHCP server nodes. Your band is the higher band either count reaches. Nothing is counted per address or per device.

	SITES	SERVER NODES	CONTROL PLANE	TYPICAL
Small	1 site	up to 5	single node — no clustering, no HA	Small or mid-size business, non-profit, municipal office
Medium	2–4 sites	6–15	covered	Mid-size university, hospital network, city government
Large	5+ sites / multi-region	more than 15	covered	Large research university, health system, multi-region enterprise

- A second site moves you to Medium — even a small one.
- Small covers a single control plane. If you run a cluster — a Kea HA pair (load-balanced or hot-standby) or a multi-node (3/5/7) control-plane cluster — you have outgrown Small and are Medium at minimum. A single node with an offline backup image is not a cluster.
- More than 5 server nodes moves you to Medium; more than 15 makes you Large — even on a single campus.
- A fifth site, or a multi-region footprint, is always Large, whatever the node count.
- Inside both limits — one site, up to 5 nodes, no cluster — you are Small.

A site is one physical location with its own network — a campus, a plant, an office, a data centre. A dedicated DR facility counts as a site. A domain is not a site, and servers are counted separately, as nodes. Bands are assigned together at onboarding and revisited at renewal; they move when your estate changes shape, never because a device count ticked up.

What each plan includes

Essential

- Private issue intake
- Business-hours email support
- Guided upgrade and rollback assistance
- Configuration review at onboarding

Standard

- Everything in Essential
- Named support contact
- Quarterly service reviews
- Coordinated maintenance windows
- Optional: the 24x7 severity-1 path (below)

Premium

- Everything in Standard
- 24x7 escalation path
- HA architecture review
- Roadmap input on your blockers

Essential, precisely

So the scope never surprises anyone, here is where Essential begins and ends. **In scope:** business-hours email and portal support; next-business-day response; guided upgrade and rollback by written runbook, plus one call per upgrade; one configuration review at onboarding, up to half a day. Defect reports are always in scope — they are product work. **Not in scope:** hands-on changes to your systems, after-hours response, on-site work. Anything beyond is Standard, or a fixed-fee service below.

The product is in beta, with no general release yet — we say so. Before general availability, Essential is sold behind the \$5K Early Adopter parallel run: the support contract begins at cutover, because there is no production SLA on beta software.

The 24x7 severity-1 path, precisely

One add-on, published: +\$15K a year on any Standard plan, in every band. A path that pages our on-call for severity 1 only — DNS or DHCP down for a site or a campus. Everything else stays Standard: same-business-day response for severity 2 and below, named contact, quarterly reviews, coordinated windows. It is not Premium: no HA architecture review, no roadmap input, nothing beyond the incident. Opens with Standard, at the same staffing gate; the education & public-sector discount applies to it as to any support plan.

Fixed-price services

SERVICE	PRICE	WHAT IT IS
Paid Discovery & Architecture	\$3–5K fixed	Two weeks. An architecture document for your estate plus a fixed-price deployment quote. Fee credits toward deployment.
Early Adopter Program pilot	\$5K fixed	60–90 days, run as a parallel deployment beside your incumbent — real config imported, nothing dispatched to your servers, a parity and shadow-replay report at the end. Fee credits in full against your contract.
Quick-start deployment	\$8K	Guided single-site production setup, from ISO to acceptance.
White-glove migration	from ~\$25K	Full incumbent migration: import, parallel run, parity proof, staged cutover, acceptance.
Bespoke development	\$1,800/day	Anything the fixed-price catalogue does not cover.

Discovery and the Early Adopter pilot are priced near cost and credited on conversion; they are never discounted further — not for education, not for partners.

Commercial terms

- **Renewals.** Support renewals rise with the Canadian all-items CPI (most recent July print), floor 3%, cap 6%. Your worst case — +6% — is known the day you sign.
- **Education & public sector.** 15% off support plans and training. Professional services are adjusted by scope, never by rate. Public sector means publicly funded institutions — universities, colleges, school boards, hospitals, municipalities, government bodies.
- **Multi-year.** 5% off a prepaid term of three to five years. Public buyers can also take a five-year fixed-price term — invoiced annually, no escalator inside the term, CPI indexing resuming at the renewal after it — with the migration quoted as the project's one-time line. Annual with auto-renewal stays available: a multi-year total can cross procurement-tender thresholds an annual renewal does not.
- **Discount stacking.** Discounts apply in a fixed order — education, then partner, then multi-year — and the total never exceeds 40% off list.
- **Currency.** Published prices are CAD. US buyers are quoted in USD at the Bank of Canada rate on the quote date, fixed for the contract year and re-rated at renewal — and the 6% renewal cap applies to the USD price too, whatever the exchange rate does.

Buying through an MSP

If a managed service provider runs your network, SpatiumDDI support can reach you through them: your MSP stays your help desk, and we back their certified operators. Ask your provider, or see spatiumnorth.com/spatiumddi/partners — a separate partner sheet covers that program.

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