



BIND Subscription

Infrastructure services

BIND, the most widely used implementation of the Domain Name System (DNS) protocols, is free software from ISC. However, free software does not imply freedom from operational costs – especially when the software is essential to running your business. DNS protocols are part of the core Internet Standards; they specify the process by which one computer can find another computer by name. Without DNS service, many Internet services and applications simply do not work. A BIND subscription from ISC will ensure that you have the expertise you need to keep your DNS running, and at a cost of ownership that is a fraction of other solutions.

A support subscription gives you continuous access to all supported versions of the BIND software in source form, including all security updates, bug fixes, and access to our extensive knowledge base. With an ISC subscription you also have access to our experienced and knowledgeable BIND support engineers.

Enterprise-grade, subscription-based solutions

Enterprise Ready:

Manage your critical network infrastructure with the software used by large ISPs and top-level domains.

Product Support

Our expert technical support staff will answer your questions via private on-line help system.

Robust Security

Protect your infrastructure by staying ahead of threats. You'll receive fixes before the vulnerability is public knowledge.

Configuration Audit

ISC will review a submitted configuration file and draft a summary report, delivered in a support ticket.

Priority Bug Fixes

As the authors and maintainers of the software, we can make the fixes you may need.

Be Prepared

Get advance notice of any new security vulnerabilities

Be Efficient

Let your engineers focus on the core of your business and leave the DNS problems to us

Be Economical

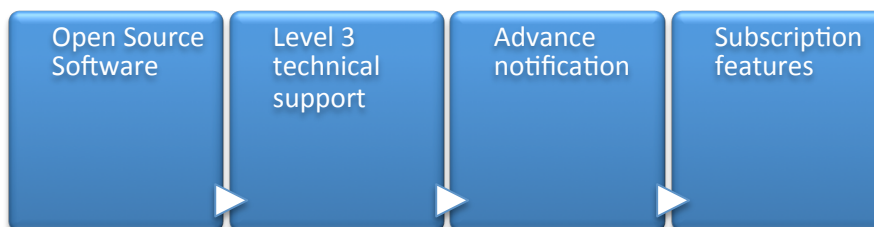
ISC support subscriptions work with our free open source for the most cost-effective solution possible

Credibility

Expert solutions and support for BIND software from its authors and maintainers.

Stability + Features

Special edition for subscribers provides unreleased new features in a stable version.



An ISC BIND Subscription saves you money and simplifies the process of supporting your critical Internet infrastructure. ISC offers various levels of subscriptions tailored to your needs.

For additional information, please visit <http://www.isc.org>



BIND Subscription

Benefits & Levels	Gold	Silver	Bronze	Basic
<p>Product Support</p> <p>Traditional software support, including troubleshooting and how-to questions. Also includes software updates and patches.</p>	<p>Critical Response 30 minutes 24 x 7</p> <p>Standard Response 4 business hours 9am - 5pm EST Monday - Friday</p> <p>Phone & Email</p>	<p>Critical Response 1 hour 24 x 7</p> <p>Standard Response 8 business hours 9am - 5pm EST Monday - Friday</p> <p>Phone & Email</p>	<p>Critical Response 2 hours Business hours only</p> <p>Standard Response 8 business hours 9am - 5pm EST Monday - Friday</p> <p>Email</p>	Not included
<p>Advance Security Incident Notifications</p> <p>Proactive notification of security issues before public announcement. In some instances, no advance notification is possible.</p>	5 business days before public disclosure	5 business days before public disclosure	5 business days before public disclosure	3 business days before public disclosure
<p>Training Days</p> <p>Total number of days that can be used for any private training class. Can be used for multiple students and classes.</p>	Up to 15 days	Up to 5 days	Up to 3 days	Available for purchase
<p>Consulting Hours</p>	Up to 80	Up to 16	Available for purchase	
<p>Basic Configuration Audit</p> <p>ISC will spend up to 4 hours reviewing your standard configuration, zone and log files, draft a summary report indicating potential areas of concern, and deliver this information in a support ticket. In some cases, we will also recommend a more comprehensive configuration audit.</p>	Included	Included	Included	Not Included
<p>Subscriber-only software release</p>	Yes	Yes	----	-----