



| GUIDE

OpenNebula Subscription

One Subscription. Complete Enterprise Cloud

Security, Compliance & Support

From the Hypervisor to Cloud Management and Kubernetes

Start with an Enterprise Subscription

An OpenNebula Enterprise Subscription gives you a stable, secure, and production-ready cloud infrastructure with end-to-end coverage—from virtualization and hypervisor operations to cloud management.

OpenNebula subscribers gain access to the enterprise repository with the Enterprise Edition releases of OpenNebula and Enterprise Tools, as well as the Enterprise Portal with exclusive Knowledge Base contents. On top of this, you have the assurance of having the support of senior OpenNebula experts, under SLA guidelines, backing your solution.

OpenNebula Enterprise Releases	Enterprise Drivers & Tools	Production SLA Support	Enterprise Portal (updates & notifications)
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Or, Go for an Embedded Edition with Vendor-backed OS Subscription

If you also require Ubuntu Pro, RHEL or SLES subscriptions for the hypervisor nodes, you can upgrade to an **Embedded Edition of the Enterprise Subscription**, which includes a built-in operating system layer on the hypervisors to ensure full enterprise-grade security, compliance, and vendor-backed support across your cloud.

 <p>Ubuntu Pro Built-In Ubuntu Pro</p>	 <p>Red Hat Enterprise Linux Built-In Red Hat Enterprise Linux</p>	 <p>SUSE Built-In SUSE Linux Enterprise Server</p>
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Add Enhanced Support, Coverage and Professional Services

You can further enhance your Enterprise Subscription with a set of optional add-ons designed to extend **support scope and coverage** as well as additional **professional services**.

Enhanced Support Add-Ons	Integration Support Add-Ons	Professional Services:
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Add Support for Kubernetes

You can extend your Enterprise Subscription with support for the **elastic Kubernetes Service (OneKS)**, and optionally add an **embedded SUSE Rancher Prime** subscription.

 <p>RANCHER PRIME Built-In Rancher Prime</p>

Subscription Levels

Depending on your support needs, we offer two levels of enterprise subscriptions:

- **Standard** subscription provides support services during business hours (9/5 SLA), offering a cost-effective option for organizations running production workloads with moderate criticality.
- **Premium** subscription provides 24/7 support with guaranteed rapid response, ensuring continuous availability for organizations operating highly critical production environments.

		Standard	Premium
OPENNEBULA ENTERPRISE SOFTWARE	Enterprise Repository	✓	✓
	Enterprise Edition with Upgrade Path	✓	✓
	Regular Updates and LTS Releases	✓	✓
	Enterprise Tools and Integrations	✓	✓
	Workarounds and Hot Fixes	✓	✓
	Bits-only License for Staging Environment		✓
	Product Influence		✓
OPENNEBULA ENTERPRISE SUPPORT	Enterprise Portal	✓	✓
	Critical Issue Notifications	✓	✓
	Knowledge Base	✓	✓
	Privacy and Security	✓	✓
	Expert SLA-based Support	9-to-5	24/7
	Remote Access (via ssh)		✓
	Supervised Upgrade Assistance		✓
EMBEDDED EDITIONS *	Operating System (Ubuntu, RHEL, SLES)	✓	✓
	Rancher Prime	✓	✓
ENHANCED SUPPORT ADD-ONS *	Live Support and Extended Life Support		✓
	Mission Critical Support		✓
	Technical Account Management (TAM)		✓
INTEGRATION SUPPORT ADD-ONS *	Ceph Support	✓	✓
	Kubernetes Support	✓	✓
	AI Platform & Telco NFV/Edge Support	✓	✓
PROFESSIONAL SERVICES *	Fund a Feature Program and Training	✓	✓
	Cloud Deployment and Upgrade	✓	✓
	Consulting and Engineering	✓	✓
LEGAL PROTECTION	OpenNebula Powered Logo	✓	✓
	Indemnification & Licensing Flexibility	✓	✓

(*) Subject to purchase and agreement of appropriate add-ons or services.

Subscriptions Support SLAs

Enterprise Support is available at Standard and Premium levels.

		Standard	Premium
RESPONSE TIMES	Severity 1	Urgent (2 business hours)	Urgent (2 hours)
	Severity 2	High (4 business hours)	High (4 hours)
	Severity 3	Normal (1 business day)	Normal (1 business day)
	Severity 4	Low (2 business days)	Low (2 business days)
FEATURES	Tickets, VM, Cores, Memory	Unlimited	Unlimited
	Enterprise Support Channel	Enterprise Portal	Enterprise Portal
	Enterprise SLA-based Support	9-to-5 (CET and EST)	24/7 (Sev 1 and 2)
	Number of Named Accounts	2	4

Subscription Terms

- **The minimum subscription period is one year** and gives access to the broad infrastructure of enterprise-class software and support.
- In a cloud instance, each hypervisor node needs a valid subscription and all nodes must have **the same subscription level**.
- Downgrades from a higher level to a lower level of subscription are not possible during the **subscription term**.

Large-scale Infrastructures

Special prices are applicable for larger infrastructures with more than 50 nodes within the same location. The maximum number of nodes that can be managed within a single Front-end strongly depends on the performance and scalability of the underlying platform infrastructure.

The scalability of OpenNebula has been thoroughly tested with 10,000 VMs on 2,500 servers.

Multiple OpenNebula Instances

A progressive discount is applied for **additional instances and federated environments** under the same administration domain.

Multi-Year, Non-Profit, and Reference Pricing Incentives

Progressive discounts for multi-year terms, for Education, Government and Non-Profit institutions, and for participation in the Customer Reference Program.

Enterprise Subscription - Special Editions

The Enterprise Subscription – Special Editions include built-in, **vendor-backed subscriptions** that extend OpenNebula’s coverage to widely used enterprise infrastructure components. While OpenNebula natively supports major operating systems and the integration of Kubernetes distributions, we have established partnerships with leading vendors to ensure full compatibility and enterprise-grade support. These add-ons provide **official vendor-backed coverage** and are available exclusively for use within OpenNebula-integrated environments. OpenNebula delivers **end-to-end support for the entire solution, backed by Level 3 (L3) vendor assistance**, ensuring extended security maintenance, compliance certification, and live patching for mission-critical deployments. For more details, please refer to the individual add-on guides or contact us.



Scope of Enterprise Support (I)

Supported Infrastructure Environments

Enterprise support is limited to the certified infrastructure component versions listed in the OpenNebula Release Notes and reference architectures. These validated combinations of hypervisors, storage, and networking technologies can be deployed on-premises or on bare-metal cloud/hosting providers, and have passed OpenNebula’s QA and Certification processes to ensure reliable operation and interoperability.

Supported OpenNebula Distributions

OpenNebula Systems provides commercial support exclusively for product versions available through the Enterprise Repository. Regular maintenance releases deliver minor features, bug fixes, and performance improvements, while Long-Term Support (LTS) versions minimize risk, cost, and operational disruption. We strongly recommend keeping your OpenNebula installation up to date to benefit from the latest fixes and stability enhancements.

STS (Short-Term Support) versions are maintained and technically supported for 7 months, while LTS (Long-Term Support) versions receive maintenance and technical support for at least 27 months. Enterprise Edition software packages are distributed under a commercial license. Redistributing these packages to any third party, or using subscription services for the benefit of a third party, constitutes a material breach of the agreement.

Supported Cloud Infrastructure

OpenNebula Systems supports OpenNebula, KVM hypervisor hosts, and the overall cloud infrastructure, while third-party components may require vendor-specific support. For hypervisor nodes, support includes expert guidance on installation, configuration, and operations for Ubuntu/RHEL, libvirt/KVM, and VXLAN/VLAN networking. Kernel or Linux package bugs identified during support are reported upstream, followed up by OpenNebula Systems, and may be addressed with workarounds when needed.

Cloud Front-end Deployment Options

The default Single Master Node deployment runs all OpenNebula cloud management services on one dedicated physical server or VM, while the optional **High Availability Front-end Cluster Add-on** provides a three-node setup for OpenNebula core services using the built-in consensus protocol.

Scope of Enterprise Support (II)

What Support Includes

Commercial Support Subscriptions provide expert integration and production support on supported platforms and include:

- ✓ **Problem diagnosis, resolution, and bug fixing**
- ✓ **Solving unexpected problems when using, installing, or configuring the software**
- ✓ **Guidance on tuning for optimal and scalable performance in your environment**
- ✓ **Answering "how to" questions related to standard and intended product usage**
- ✓ **Offering hints about how to get around missing features**
- ✓ **Answering questions about product adaptation and integration**

Customers with an active subscription can rebrand the OpenNebula graphical interface to include their company logo or use the OpenNebula Powered logo to help users quickly identify cloud infrastructures that are powered by OpenNebula and supported by OpenNebula Systems.

What Support Excludes

Commercial Support Subscriptions provide expert integration and production support on supported platforms and include:

- ✓ **Modified software and code not distributed as part of an official product distribution**
- ✓ **Releases not available on OpenNebula Websites**
- ✓ **Technology preview features and unsupported platforms**
- ✓ **Third-party drivers**
- ✓ **System design and training**
- ✓ **Issues arising from non-standard usage of the product**
- ✓ **On-site services, remote access services, and development services, but in those cases stated in the benefits**

OpenNebula support plans provide commercial support for OpenNebula and the hypervisor nodes, but not for the hardware devices and the rest of software components and platform services needed to build a cloud. The supported components in the hypervisor nodes should be used exclusively as part of an OpenNebula cloud. OpenNebula Systems cannot provide the immediate minor enhancements and hot fixes for those supported components that it provides for OpenNebula.

Because OpenNebula leverages the functionality exposed by the underlying platform services, its functionality and performance may be affected by the limitations imposed by those components. Contact us if you are interested in having support for other components in the cloud infrastructure stack and not only for the OpenNebula orchestrator.

Enhanced Support Add-ons

OpenNebula Systems offers a set of add-ons that **enhance the scope and level of support provided under the Enterprise Subscription**. These add-ons are designed for organizations that require higher service levels or personalized technical engagement.

(See individual Add-on Guides for more details)

Live Support - Add-on

Live Support is an optional extension to the Premium Support Subscriptions, designed to provide **faster, more interactive assistance for critical issues**. Through this service, Severity 1 (Catastrophic Problem) and Severity 2 (High Impact Problem) incidents can be managed directly with an OpenNebula engineer via scheduled live chat and secure screen-sharing sessions.

Extended Life Support - Add-on

Extended Life Support (ELS) is an optional service available to customers who require **longer-term maintenance for older OpenNebula major versions beyond their standard support lifecycle**. This extension provides continued access to security patches, critical bug fixes, and limited technical assistance for a defined period after official end-of-support, allowing organizations to maintain operational stability while planning and executing system upgrades at their own pace.

Mission Critical Support - Add-on

The Mission Critical Support Add-on is the **highest level of support available from OpenNebula** and includes mission-critical SLA, live support, senior-level technical assistance, premium upgrade assistance, additional licensing/support for a staging (pre-production) environment, and extended life support. This extension is available for Cloud/Edge, NFV/Edge, and Telco Cloud environments.

Technical Account Management (TAM) - Add-on

The Technical Account Manager (TAM) Program is available exclusively to customers with an active OpenNebula Support Subscription. This service provides a **dedicated technical advisor** who works closely with the customer's team to ensure successful deployment, optimization, and lifecycle management of OpenNebula environments, offering proactive guidance and strategic support throughout the subscription period.

Integration Support Add-ons

The Enterprise Subscription includes several add-ons that extend OpenNebula's support to **cover the integrated use of widely adopted open-source infrastructure components**. These add-ons do not introduce new software but instead provide support for integrating third-party solutions with OpenNebula, ensuring customers receive expert guidance and assistance when deploying and operating OpenNebula alongside complementary technologies. These add-ons are offered exclusively by OpenNebula Systems, without formal collaboration with any external vendor, and are intended solely for the open-source versions of these components. *(See individual Add-on Guides for more details)*

Ceph Support - Add-on

The Ceph Support Add-on extends the standard OpenNebula Subscription by providing **support for integrating and operating Ceph storage clusters within OpenNebula**. This add-on offers expert assistance for issues related to the deployment, configuration, and performance tuning of Ceph clusters used exclusively by OpenNebula instances, helping customers achieve optimal performance and stability following the recommended OpenNebula-Ceph reference architecture.

Kubernetes Support - Add-ons

Two external components are supported through optional add-ons: the **Kubernetes Integration Support Add-on** for Kubernetes cluster lifecycle management using OneKS, and the **SUSE Rancher Prime Embedded Add-on** when full Kubernetes runtime support is required. Together, these add-ons enable provisioning, upgrades, monitoring, and termination of Kubernetes clusters through OpenNebula's unified interface, with Rancher recommended as the management layer and RKE2 as the validated runtime for production environments.

AI Factory Integrated Platform Support- Add-on

The OpenNebula AI Factory Support Add-on extends the standard Subscription with **assistance for deploying and managing AI workloads on OpenNebula infrastructures**. It helps organizations optimize GPU-accelerated environments in line with the AI Factory Reference Architecture, offering guidance on GPU orchestration, AI framework integration, and performance tuning. Leveraging OpenNebula's virtualization and orchestration with Prometheus, Grafana, InfiniBand, Spectrum-X, NVLink, and HPC/AI storage, it helps customers fully utilize their AI infrastructure.

Telco NFV/Edge Integrated Platform Support - Add-on

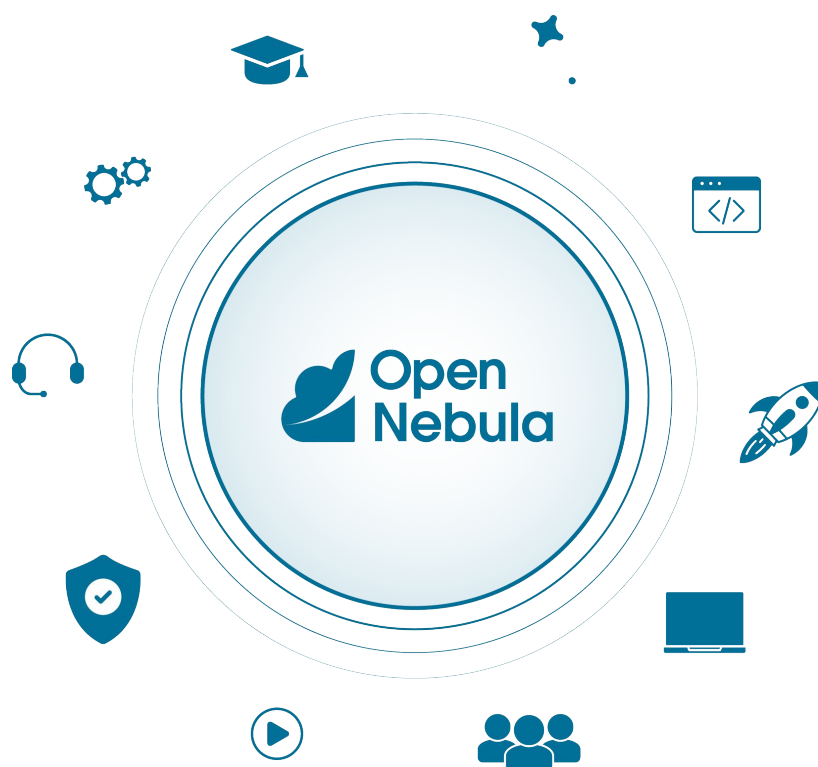
The OpenNebula NFV/Edge Integrated Platform helps telecom operators modernize networks, simplify operations, accelerate 5G rollout, and adopt open frameworks like Open RAN while managing resource disaggregation. The platform combines OpenNebula, KVM, Prometheus, Restic, and Open vSwitch for a unified edge and NFV stack. The NFV/Edge Integrated Platform Add-on **extends the OpenNebula Subscription to support these integrated open-source components, ensuring seamless interoperability and reliable operation**.

Each Support Add-on provides assistance with the configuration, integration, and operation of certified environments. Support applies to the core platform and supported infrastructure, excluding third-party software or external frameworks. Only certified versions deployed using official procedures are covered. Issues involving external components are handled on a best-effort basis and may be reclassified as Severity 3 or 4. Customers are expected to maintain the necessary expertise to manage their environments, while OpenNebula ensures stable, reliable integration across the supported stack.

Professional Services

Support Subscribers can take advantage of Professional Services designed to simplify cloud design, deployment, operation, and management. Our OpenNebula Systems experts help customers springboard their productivity, speed up time to deployment, and reduce business and technical risks through professional assistance. Pricing depends on the scope of the service, and the size, heterogeneity, and complexity of the infrastructure. (See individual Professional Service Guides for more details)

- **Fund a Feature:** Contribute to and drive the development and direction of the OpenNebula roadmap. All new code must be contributed upstream under Apache 2.0 license into the next OpenNebula release. There are no custom distributions.
- **Training:** Take part in our public or private training classes conducted by the authorities on OpenNebula.
- **Cloud Deployment:** The Cloud Deployment service focuses on designing, planning, and deploying your OpenNebula cloud on your premises or in a hosted environment. From start to finish, the OpenNebula experts will lead the way.
- **Cloud Upgrade:** Our professionals will assess, upgrade, and validate your cloud instance in a streamlined process that minimizes errors and downtime, and maximizes stability.
- **Consulting and Engineering:** Whenever you need assistance, get the expert help from our OpenNebula professionals—from best practices across evaluation, design, and operation of your cloud architectures, to the optimal configuration and customization of OpenNebula to fit your solution needs.



Description of Benefits (I)

- ✓ **Enterprise Edition:** The Enterprise Edition of OpenNebula is a tested, hardened, and production-ready version of the OpenNebula Community Edition that incorporates additional bug fixes and software patches with minor enhancements.
- ✓ **Regular Updates:** Incremental maintenance updates of the Enterprise Edition with packages for most common distributions.
- ✓ **LTS Releases:** Long Term Support stable versions that are maintained and commercially supported for a long time.
- ✓ **Upgrade Path:** Upgrade process to easily migrate your production environment to new versions of the software.
- ✓ **Enterprise Tools and Integrations:** Software components that complement OpenNebula and are only available in the enterprise repository for users with an active enterprise subscription.
- ✓ **Bits-only License for Staging Environment:** Additional token license for a small staging or development cloud environment of up to 2 managed nodes.
- ✓ **Workarounds:** Temporary procedure, routine or correction for a product error to be used by the customer until a new software release is available.
- ✓ **Hot Fixes:** Software released to a single customer as a temporary Incident Resolution.
- ✓ **Product Influence:** We listen to all users when determining our product roadmap, but the feature requests by users with an active Premium subscription get bumped up to the front of the line.
- ✓ **Knowledge Base:** Exclusive answers to customers' common questions and issues, and best practices to deploy and operate an OpenNebula cloud.
- ✓ **Critical Issue Notifications:** Announcements and alerts for critical issue notifications.
- ✓ **Enterprise Portal:** The OpenNebula.pro Support Portal provides all of the benefits of an Enterprise Subscription such as security and privacy, direct interactions with the experts, real-time tracking of incidents, and critical issue notifications.
- ✓ **Privacy and Security:** IT assets often provide a critical competitive advantage, so enterprises are understandably concerned that using public forums or mailing lists for technical support may reveal confidential corporate information. The privacy and security of the OpenNebula.pro Support Portal ensure that your confidential corporate information always remains private.
- ✓ **Enterprise SLA-based Support:** Enterprise Support Subscriptions at 9-to-5 and 24/7 SLAs.
- ✓ **Remote Access (via ssh):** As part of an incident resolution, and only when the incident cannot be diagnosed and solved through the portal, OpenNebula Systems support engineers will remotely access your system through an ssh connection.
- ✓ **Supervised Upgrade Assistance:** OpenNebula Systems offers dedicated guidance and assistance with upgrades to minor and major versions through a slack channel during a schedule window in business hours.

Description of Benefits (II)

- ✓ **Ceph Support - Add-on:** Extend the subscription to cover storage clusters used exclusively by OpenNebula instances. It includes expert assistance for deployment, configuration, and tuning to ensure smooth, validated integration.
- ✓ **Kubernetes Support - Add-on:** Extend the subscription to cover clusters deployed within OpenNebula, including Rancher integration. It offers expert support for deployment, configuration, and performance tuning, ensuring seamless and validated integration.
- ✓ **Telco NFV/Edge Integrated Platform - Add-on:** Full support for the NFV/Edge with embedded RHEL.
- ✓ **Mission Critical Support - Add-on:** Highest level of support that includes mission-critical SLA.
- ✓ **Live Support - Add-on:** Live Support is an extension to the Premium Support Subscriptions, so Severity 1 (Catastrophic Problem) and Severity 2 (High Impact Problem) Incidents can be managed through a scheduled live chat and screen sharing.
- ✓ **Extended Life Support - Add-on:** OpenNebula Systems offers optional Extended Life Support for customers interested in longer term support of older upgrade (major) versions.
- ✓ **Feature Development:** The Fund a Feature (FaF) Program can be used to accelerate the features that are planned in the roadmap.
- ✓ **Cloud Training:** Private Training services are only available for customers with an active support subscription.
- ✓ **Cloud Deployment:** The Cloud Deployment service is only available for customers with an active support subscription.
- ✓ **Cloud Upgrade:** The Cloud Upgrade service is only available for customers with an active support subscription.
- ✓ **Consulting & Engineering:** Consulting & Engineering services are only available for customers with an active support subscription.
- ✓ **Technical Account Management (TAM):** The TAM program is only available for customers with an active support subscription.
- ✓ **Indemnification:** OpenNebula Systems offers indemnification for copyright infringement claims made by third parties against customers and partners with an active subscription, so you can deploy OpenNebula in your business without complex legal concerns.
- ✓ **Licensing Flexibility:** OpenNebula is available under Apache v2.0 license, and can be released under a different license to meet customers' and partners' needs and requirements.
- ✓ **OpenNebula Powered Logo:** Users with an active subscription can use the OpenNebula Powered logo to help cloud consumers quickly identify cloud infrastructures that are powered by OpenNebula and supported by OpenNebula Systems.



Pricing for Subscription Plans

The subscription pricing model is composed of two components: the type of Front-end deployment and the number of hypervisor nodes. The combination of these two components forms a subscription price.

		Standard	Premium
A. CLOUD FRONT-END	Single Master Node	€7.000 (\$8,750)	€11.000 (\$13,750)
	Add-on*: High Availability	€3.500 (\$4,375)	€5.500 (\$6,875)
B. CLOUD INFRASTRUCTURE	Hypervisor Node** (KVM LXC)	€700 (\$875)	€1.100 (\$1,375)
	Pack 10 Hypervisor Nodes** (KVM LXC)	€5.600 (\$7,000)	€8.800 (\$11,000)

(*) Subscription **add-on** for highly available cluster consisting of three nodes for OpenNebula core services using its built-in consensus protocol.

(**) A **hypervisor node** is a physical server, on-premises or hosted, or a bare-metal cloud instance with any number of CPU sockets, cores, and memory size.

Pricing for Subscription Extensions

OpenNebula offers a range of support extensions that complement the standard subscription, providing additional coverage for advanced platforms and mission-critical environments. The following table outlines the available extensions and their corresponding pricing.

	Unit	Standard	Premium
Embedded Editions (OS Vendor)	Hypervisor Node	Contact Us	Contact Us
Ceph Support	Hypervisor Node	€350 (\$438)	€550 (\$688)
Kubernetes Support	Hypervisor Node	€350 (\$438)	€550 (\$688)
AI Platform Support	GPU	€350 (\$438)	€550 (\$688)
Telco NFV/Edge Platform Support	Hypervisor Node		€1.500 (\$1.875)
Mission Critical Support	Cloud Admin Zone		€90.000 (\$112,500)
Technical Account Management (TAM)	Admin Domain		€60.000 (\$75,000)
Live Support and Extended Life Support	Subscription		Contact Us



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