

SMSEagle Onboarding Service

Guided, remote setup and configuration of your SMSEagle gateway – sold as a fixed-price package, not billed by the hour.

You choose the Variant that matches your deployment; our specialist delivers as many remote Sessions (up to 1 hour each) as are reasonably needed to complete that Variant's scope, within 30 days of device delivery. No hourly billing, no guessing how many hours to buy up front.

1. Variants & Pricing

Variant	Price	Qualifies if... (any one of these applies)
Standard	199 EUR	1 device · 1 functional module (e.g. Email-to-SMS, API access, Phonebook, automations – pick one) · local admin account + MFA
Advanced	399 EUR	2–4 devices, or 1 HA pair at one location · up to 3 functional modules (incl. HA/failover cluster, multi-modem/modem failover, LDAP/Active Directory, custom SSL certificate) · MFA for end users
Enterprise / Custom	Custom quote	5+ devices, or HA across multiple locations · more than 3 modules, a module outside the standard catalogue, or SMPP to a carrier · security questionnaire / pentest report / custom NDA-DPA – scoped in a separate offer or Statement of Work by Sales
Top-up Session	149 EUR	<i>One extra Session, offered by our specialist only if your actual needs turn out to exceed your purchased Variant – optional, your choice.</i>

Exceeding any single qualification criterion above moves the order to the next Variant. Full point-by-point module catalogue and edge cases: Schedule No. 1 of the Terms (internal/Support reference).

2. What's Included & Excluded

Included in every Variant

- First-run device setup wizard, network parameters, NTP/time zone
- Administrator account setup, optional MFA
- Firmware version check and update
- SIM/modem checks: APN, PIN, registration, signal level
- Phonebook setup, CSV contact import
- Test SMS sent and received end-to-end
- Session notes, checklist, and knowledge-base links

Not covered (any Variant)

- Customer network config (LAN/WAN, firewall, VPN, NAT)
- Configuring third-party systems (SCADA, NMS, ERP/CRM, mail servers) – advisory only
- Custom development, bespoke integrations, code debugging
- Carrier-side matters (SIM activation, roaming, APN provisioning)
- On-site work, hardware repairs/RMA, EOL devices
- Data migration from another SMS platform

3. How It Works

1. Purchase

Standard/Advanced via SMSEagle Store checkout; Enterprise/Custom via a Sales quote.

2. Book

Session booked via the link in your purchase confirmation, or by emailing support@smseagle.eu.

3. Deliver

Remote session(s) via Microsoft Teams, up to 1 hour each, within your Variant's scope.

4. 30-Day Window

All Sessions must be used within 30 days of device delivery; unused time is not carried over.

5. Need more?

We'll offer a Top-up Session or a Variant upgrade if your case turns out bigger than expected.

Full legal terms, exclusions, liability, data protection (incl. sub-processors), and the fair-use policy: SMSEagle Onboarding Service Terms and Conditions, v2.0 (11.09.2026) – available at www.smseagle.eu and referenced at purchase.