



# TECHNICAL SUPPORT



## Key Features of a BIND 9 Support Subscription

### All versions of BIND offer:

- IETF Standards-compliant DNS Authoritative server, Recursive resolver and utilities
- Support for both IPv4 and IPv6, UDP and TCP
- Standard text zone files that can be created or edited easily, with dynamic zones, dynDB, memory map storage for faster loading
- Support for all standard rr-types
- Full DNSSEC support, both signing and validating, with NSEC, in-line signing, negative trust anchors, key maintenance utility
- Cache features including: pre-fetch, serve-stale cache extension
- DDOS mitigations including: rate limiting, ACLs, source port randomization, DNS cookies, refuse ANY queries
- Views, Response Policy Zones
- Query and response logging, dnstap support, XML statistics
- Support on most UNIX and LINUX-based operating systems

### Gold and Silver subscription customers also get access to:

- EDNS client-subnet ID
- Cisco Umbrella integration
- Serve-Stale cache extension
- Multiple cookie secrets
- DNSTAP log file rolling

### Early Vulnerability Notifications

From time to time, vulnerability issues arise with any software. To safeguard our customers' data, we use a managed disclosure process to alert customers to important vulnerabilities. Support subscription customers receive advance notice up to five days before publication of a vulnerability in BIND 9, with a patch that mitigates the vulnerability. This allows subscription customers to update their systems before the vulnerability is generally known and potentially exploited. In some cases, it may be impossible for us to provide advance notice; in that event, we provide patch support as soon as possible.

### Confidential Technical Support

Open source software is cost-effective, but without a support subscription, users must rely on Internet help forums for solutions. While that may be sufficient for simple issues, many users have concerns about posting their complex configuration information in a public forum.

Support subscription customers get quick access to our experienced technical support staff and our full-time professional DNS software development experts, with a confidential ticket queue and shared access for your DNS technical team. Customers can ask questions and share configuration data in a private setting.

We can also provide up to four hours of basic configuration audits and advise you on deployment options, analyze log files, and troubleshoot problems.

### Premium Software

Your support subscription at the Gold or Silver level includes access to the BIND 9 Subscription Edition software. This is a stable version of BIND 9 with specially ported high-value features from our development version. By using the -S version of BIND 9 you can have early access to features that may appear in a future version of the stable open source.

### Priority Fixes

While we fix all serious defects no matter their source, we prioritize fixing bugs and making enhancements requested by support subscribers.

### Available 24 x 7 SLA Response

We offer a range of service levels, including 24-hour on-call access for critical issues.



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Open source software is a secure, flexible, commercially viable solution for companies' and organizations' DNS needs. A BIND 9 support subscription from ISC offers you the benefits of the most commonly used DNS software, but frees your IT staff from the potential hassles of DNS management so they can focus on your core business.

An ISC BIND 9 subscription saves you money and simplifies the process of supporting your critical Internet infrastructure.

Pricing is based on service level and deployment size. Support subscriptions are on an annual contract basis.

Premium software is for use by subscriber organizations only and may not be redistributed.

Features	Gold	Silver	 MOST POPULAR	Bronze	Basic
Support hours	24x7	24x7		Business hours: 9 AM - 5 PM ET, Monday - Friday	-
Critical issue response time	30 minutes	1 hour		2 hours, business hours only	-
Standard issue response time	4 business hours	8 business hours		Next business day	-
Email support	✓	✓	✓		-
Phone support	✓	✓		-	-
Early vulnerability notifications (when possible)	5 days	5 days		5 days	3 days
BIND 9 Subscription Edition software	✓	✓		-	-
Total on-site training days included*	Up to 3	Up to 1		Up to .5	-
Consulting hours included (remote)	Up to 80	Up to 16		Available for purchase	-
Basic configuration audit	✓	✓	✓		-

\* Total number of days that can be used for private on-site training classes. Can be used for multiple students and classes. Travel and expenses not included.