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RE: Netgate E-rate Eligibility and Cost Allocation Guidance

To Whom It May Concern:

Netgate manufactures hardware, develops software, provides technical assistance, and training for pfSense+ firewalls and TNSR routers.

This letter is intended to provide guidance on the E-Rate eligibility of Netgate products and services under the current E-rate program requirements. Final determinations of E-rate program eligibility are made by USAC, and can be impacted by end user specific factors such as where the product is installed, it's intended use and who uses it.

Our E-rate guidance under the current program rules is as follows:

1) Hardware: Netgate Hardware (on premise firewalls, routers, racks) are 100% eligible for E-rate funding. However, if a high availability or a redundant pfSense+ firewall configuration is contemplated, the first firewall in a two or more firewall set is eligible, and the second firewall is ineligible.

2) Virtual: Netgate firewalls with pfSense+ software are considered E-rate eligible as they provide the same functions as eligible hardware. Netgate routers with TNSR software are considered E-rate eligible as they provide the same functions as eligible hardware.

3) Add-in pfSense package modules: Netgate and the pfSense community make additional features available as free, add-in packages for pfSense+. These modules are ineligible for E-Rate funding as they are free.

4) Add-in Network Cards: Networking cards for use in Netgate firewalls or routers are 100% E-rate eligible.

5) Subscriptions: Subscriptions of pfSense+ and TNSR are eligible for E-Rate funding under Basic Maintenance of Internal Connections (BMIC) rules.

Annual pfSense+ subscriptions are sold bundled with software technical assistance. Eligibility is as follows:

- a) pfSense+ with TAC Lite Support for pfSense+ is 100% eligible under BMIC
- b) pfSense+ with TAC PRO Support for pfSense+ is 33% eligible under BMIC

c) pfSense+ with TAC Enterprise Support for pfSense+ is 16% eligible under BMIC

Annual TNSR Software Subscriptions are sold bundled with software technical assistance. Eligibility is as follows:

- a) TNSR with TAC PRO Support for TNSR is 100% eligible under BMIC
- b) TNSR with TAC Enterprise Support for TNSR is 66% eligible under BMIC

8) Support: Netgate hardware support for the base hardware is included for the first year and is considered eligible for E-rate funding. E-rate also covers limited software support for bug fixes/patches on eligible components only.

9) Professional Services, Implementation & Installation Services: These SKUs are e-rate eligible if the product being implemented or installed is eligible for e-rate funding.

10) Training: Netgate training is provided at no cost to the end user. A certification test is e-rate eligible provided it is end user training (onsite or virtual) and happens in conjunction with the installation.

11) Warranty: Hardware warranty coverage above and beyond the first year, which is included by the manufacturer in the base cost, are deemed ineligible for e-rate funding.

Please do not hesitate to contact us via e-mail at sales@netgate.com with a copy to Jamie Thompson (jamie@netgate.com) or reference our website should you have any additional questions regarding our E-Rate program.

Thank you,
Jamie Thompson
Netgate