

# Support Level

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*Source:* <http://linux.derkeiler.com/Mailing-Lists/RedHat/2007-10/msg00267.html>

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- *From:* "Mad Unix" <madunix@xxxxxxxx>
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I have requested 7 servers PE2950, they came with RHEL 5 preinstalled actually  
i have requested the RHEL 5 separately and i paid full price of it,  
now i receive the following message from the Linux support in our country  
that  
they have reduced my support level from standard to basic, but i want to  
insist using the support level standard instead of basic what shall i do, i  
think its the mistake of the dealer ...or

the letter:

Since the acquired servers already include an OEM RedHat Licenses  
preinstalled and according to RedHat Corp rules, you will loose the standard  
level of support that comes with GFS and Cluster suite to the basic level of  
support.

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madunix

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