![Digium logo — The Asterisk Company]

Get the most with Asterisk® Support

Digium® offers a selection of world class Asterisk® support subscriptions tailored to fit the needs of your business. Subscriptions range from our basic Level 1 plan for small installation to the flagship Level 4 Enterprise plan.

Asterisk® Support for SMB

Open source Asterisk works for small and medium businesses, offering advanced features and absolute flexibility that no costly proprietary system can match. Secure your investment with support directly from the source. Level 1 and Level 2 SMB support subscriptions give you expert assistance from the people who created Asterisk.

Asterisk® Support For Enterprise

Enterprise communications and IT departments are discovering the power and savings of open source. Add the critical missing piece of the enterprise solution with Digium support for your mission-critical Asterisk solution. Level 3 and Level 4 Enterprise subscriptions provide 24x7 support, consultation, advance hardware replacement and best of all, peace of mind.

Asterisk® Support For Call Centers

Call centers solutions built on open source Asterisk save hundreds of thousands of dollars compared with proprietary systems. Protect your mission critical operation with a Level 3 or Level 4 Enterprise support subscription from Digium.

Support subscriptions range from our basic Level 1 plan for small installation to the flagship Level 4 enterprise plan. Use the chart on the other side of this sheet to pick the right subscription for your Asterisk installation.

Asterisk® Support Levels and Benefits

Basics	SMB		Enterprise	
	Level 1	Level 2	Level 3	Level 4
Included Systems (Servers)	1	1	Up To 5	Up To 10
Included Cases (Incidents)	2	5	10	Unlimited
Additional Server Price	—	—	$499	$399
Named Contacts	1	1	1	3
Supported Software				
Asterisk Open Source 1.4	Yes	Yes	Yes	Yes
Asterisk Open Source 1.6	Yes	Yes	Yes	Yes
AsteriskGUI	Yes	Yes	Yes	Yes
G.729 Codec	Yes	Yes	Yes	Yes
HPEC Echo Canceller	Yes	Yes	Yes	Yes
LumenVox Speech Recognition for Asterisk	Yes	Yes	Yes	Yes
Cepstral Text-To-Speech For Asterisk	Yes	Yes	Yes	Yes
Problem Resolution Support				
Cases (Incidents) Included	2	5	10	Unlimited
Phone Access Hours	Bus. Hours	24 x 7	24 x 7	24 x 7
Web Case Initial Response Time	2 Days	2 Days	4 Hours	4 Hours
Web Case Management	Yes	Yes	Yes	Yes
Remote Troubleshooting	Yes	Yes	Yes	Yes
Advance Hardware Replacement				
Advance Hardware Replacement	Yes	Yes	Yes	Yes
Consultative Support				
Scheduled Upgrade Assistance	—	—	—	Yes
Configuration Review	—	—	—	Yes
Performance Review	—	—	—	Yes
AGI Script/Application Review	—	—	—	Yes
Self-help Support				
Knowledge Base	Yes	Yes	Yes	Yes
Mailing Lists	Yes	Yes	Yes	Yes
User Forums	Yes	Yes	Yes	Yes
User Chat (IRC)	Yes	Yes	Yes	Yes
Training				
Asterisk Fast Start (3 Days)	Option	Option	Option	Option
Asterisk Advanced (5 Days)	Option	Option	Option	Option
Asterisk Integrator / App-Builder	Option	Option	Option	Option
Training Discount	10%	10%	10%	20%
Account Management				
Assigned Account Manager	—	—	—	Yes
Subscription Pricing				
1-year Subscriptions	**$595**	**$1,995**	**$3,995**	**$7,995**
1-year Part Numbers	814-00004	814-00007	814-00010	814-00014
3-year Subscriptions (Save 10%)	**$1,606.50**	**$5,386.50**	**$10,786.50**	**$21,586.50**
3-year Part Numbers	814-00005	814-00008	814-00011	814-00015

For more information, go to **www.digium.com/subscriptions**

Digium

The Asterisk Company

Join the Asterisk Revolution

From one-person operations to global enterprises, the telephone is a critical link. In an era when every dollar counts, count on the experts from Digium to help keep your phones ringing. Digium's support subscriptions for open source Asterisk cost a fraction of the annual maintenance fees charged by proprietary vendors and deliver the peace of mind that comes from knowing that you are covered.

The basic Level 1 plan includes business hours support for a single Asterisk server. Need 24x7 support? No problem, the Level 2 subscription includes around-the-clock support plus additional cases. Need coverage for multiple server? We've got that too, with the Level 3 and Level 4 Enterprise subscriptions.

TELEPHONY DEPOT

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