SUBSCRIPTION PACKAGES

The voice communications market continues to experience rapid growth with more companies evaluating and choosing open source as a cost-effective and flexible alternative to proprietary telephony solutions. The increased demand for open source brings a greater business need for service and support during business hours and around the clock. Digium® is the first open source telephony provider to offer businesses a service offering rivaling that of proprietary vendors in terms of price, scope, and scale.

Digium's subscription-based service offering is designed to give Digium®|Asterisk® customers and partners faster, easier, and unlimited access to Digium service and support. Offered at Silver, Gold, and Platinum levels, Digium's subscription-based services are available for the Digium Asterisk Appliance™ (AA50). The AA50 comes bundled with a one year Silver subscription. Subscription packages will be available for our other products in the near future.

The benefits of Digium's new subscription services include extended hardware and software warranty, unlimited support by e-mail, premium advance hardware replacement, configuration backup, premium support by phone, ongoing software and security updates, and an easy, one-click login at Digium.com for access to these premium services.

What's a Subscription?

A subscription from Digium entitles you to business-class support at attractive prices. There are three subscription levels, Silver, Gold, and Platinum. Along with the standard hardware and software warranties, all subscription levels include the following additional benefits:

· Asterisk Embedded Business Edition™ Commerical License
· Registration on Digium Website
· Software Updates and Upgrades
· Extended Product Warranty (for the life of the subscription)
· Unlimited Email-based Support

The following added benefits are available with the Gold Subscription:
· 8x5 Phone Support Coverage (Business Hours)
· 5 Incidents Per Year (regular price is $200/incident)
· Advanced Replacement (next business day)
· Training Discount

The following added benefits are available with the Platinum Subscription:
· 24x7 Phone Support Coverage
· 15 Incidents Per Year (regular price is $200/incident)
· Advanced Replacement (next business day)
· Training Discount

What Is Advanced Replacement?

Things break. Entropy happens. We realize this and want to make sure that your interruption of service is minimal. Our return policy has always been that as soon as we receive your returned hardware, we'll ship a new one to you. The Gold and Platinum subscriptions take that one step further by offering to send a replacement to you before we receive your returned equipment. We will ship the replacement the next business day.

What Is An Incident?

An incident is any single outage, failure, request, or question a subscription customer has related to a covered Digium product. The duration is measured from the time the incident is reported to Digium (subject to 8x5 restrictions for Silver and Gold level subscriptions) to the time a sufficient resolution is provided by Digium.

	Silver	Gold	Platinum
Software Upgrades and Updates	✓	✓	✓
Unlimited Email-based Support	✓	✓	✓
Extended Product Warranty (for the life of the subscription)	✓	✓	✓
Asterisk Embedded Business Edition Commerical License	✓	✓	✓
Single Registration on Digium Website	✓	✓	✓
Phone Support Coverage		8x5	24x7
Incidents Per Year (reg. price is $200/incident)		5	15
Advanced Replacement (next business day)		✓	✓
Training Discount		✓	✓

*Note: Two and Three year prepaid subscriptions are available at discounted prices.

DIGIUM®

Digium® is the creator and primary developer of Asterisk®, the industry's first Open Source PBX.

ABOUT DIGIUM®

Digium, Inc., the Asterisk company, is the original creator and primary developer of Asterisk, the industry's first open source telephony platform. Digium provides hardware and software products, including AsteriskNOW™, the complete open source software appliance; Asterisk Business Edition™, the professional-grade version of Asterisk; and the Asterisk Appliance™, a hardware-based telephony solution, to enterprises and telecommunications providers worldwide, and Switchvox™ turnkey communication solutions for business. Digium also offers a full range of professional services, including consulting, technical support and custom software development.

Used in combination with Digium's telephony interface cards, Asterisk offers a strategic, highly cost-effective approach to voice and data transport over IP, TDM, switched and Ethernet architectures. Digium's offerings include VoIP, conferencing, voicemail, legacy PBX, IVR, auto attendant, media servers and gateways, and application servers and gateways.

ABOUT ASTERISK®

Code for Asterisk, originally written by Mark Spencer of Digium, Inc., has been contributed from open source software engineers around the world. Currently boasting over two million users, Asterisk supports a wide range of TDM protocols for the handling and transmission of voice over traditional telephony interfaces, featuring VoIP packet protocols such as SIP and IAX among others. It supports U.S. and European standard signaling types used in business phone systems, allowing it to bridge between next-generation voice-data integrated networks and existing infrastructure.