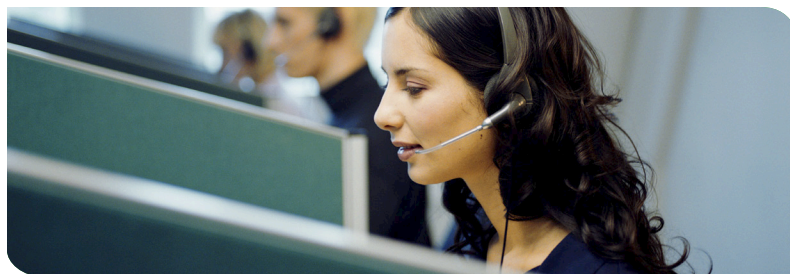


# Channel Support Entitlements

For All Digium Solutions



Digium is pleased to announce new support entitlements for all Digium solutions. The changes provide our Registered and Select Channel partners with documented access to Switchvox Gold support on systems with Silver support contracts, and documents our business-hour support to be based on the end-customer's time zone.

Product	Support Description	Additional Information
AA50 – Silver	email	
AA50 - Gold	email + 8 x 5 phone	5 cases maximum
AA50 - Platinum	email + 24 x 7 phone	15 cases maximum
Asterisk SMB Level 1	email + 12 x 5 phone	2 day email response time, 2 cases max, 1 server
Asterisk SMB Level 2	email + 24 x 7 phone	2 day email response time, 5 cases max, 1 server
Asterisk Enterprise Level 3	email + 24 x 7 phone	4 hr email response time, 10 cases max, 5 servers
Asterisk Enterprise Level 4	email + 24 x 7 phone	4 hr email response time, unlimited cases, 10 servers
Telephony Interface Devices	email + 8 x 5 phone	Installation and configuration up to placing call
Switchvox – Silver	email	unlimited
Switchvox – Gold	email + 8 x 5 phone*	<p>*during Monday through Friday, 8AM (08:00) to 5PM (17:00) in the end customer's local time zone.</p> <p><b>NOTE: Digium Registered and Select Channel Partners receive a GOLD support on all Switchvox systems with an up-to-date Silver or Gold support contract. Support hours are based on the end customer's local time zone. This expanded entitlement is reserved for the Digium Channel Partner, and is not available to the end-customer.</b></p>
Switchvox - Platinum	email + 8 x 5 phone + 5**	**incidents of phone support outside the end customer's business hours