



## About Digium

**Digium is the creator and primary developer of Asterisk, the industry's first open source PBX.** Used in combination with Digium's PCI telephony interface cards, Asterisk offers a strategic, highly cost-effective approach to voice and data transport over TDM, switched, IP, and Ethernet architectures.

Digium solutions reduce the costs of traditional TDM and VoIP implementations through open source, standards-based software and innovative hardware solutions, including legacy PBX, IVR, Auto-attendant, and next-generation gateways, media servers, and application servers. Digium hardware supports traditional voice protocols, including PRI, RBS, FXS, FXO, E&M, Feature Group D, Groundstart, and Loopstart. Data protocols include PPP, Cisco HDLC, and Frame Relay. For packet voice, Asterisk supports IAX (Inter-Asterisk eXchange), SIP, MGCP, Skinny, and H.323 VoIP protocols.

Digium provides a highly refined selection of quality hardware and software products, developed and implemented using innovative engineering techniques (primarily open source development). A full range of professional services complement these product lines, including consulting, technical support, and custom software development services.

The Open Source communications revolution is here, and Digium is leading the way.



In order to best serve Asterisk users and Digium customers, Digium now offers a complete line of professional services to assure quality to the most demanding Asterisk applications:

- Express Installation Services
- Express Maintenance Services
- Custom Development Services
- Configuration Packages
- Technical Support

Digium Express Support Services will connect you with an expert in Asterisk and Digium Hardware trained to solve your problem quickly and thoroughly.

Maintenance Packages guarantee that, no matter what happens, you will always have working hardware.

Custom Development allows you to create execute your ideas about custom implementations of Asterisk.



## **Digium Express Support Services**

### **Express Asterisk Maintenance**

30-minute phone response, includes up to 5 hours of full support for the entire Asterisk software suite for 1 year, available Monday – Friday, 7 am – 7 pm CST.

### **Express 5x12xNBD Maintenance**

30-minute phone response; next business day (excluding holidays) delivery of replacement parts in the event of a hardware failure for one year. Available Monday – Friday, 7 am – 7 pm CST.

### **Express Remote Installation Service**

Remote Telephone installation support for Asterisk software and Digium hardware products.

### **Express On-Site Installation Service**

Express Technician on site installation for Asterisk software and Digium hardware products.

## **Custom Development Services**

Digium offers several software development services to assist your business in using Asterisk such as AGI scripting, applications, channel drivers, feature enhancements, new call features and more. Digium is also the only entity that can license the entire Asterisk code base outside of the GNU GPL for proprietary applications.

## **Configuration Packages**

Digium's experienced consulting team can make installing Digium hardware and Asterisk software a snap. Purchase a pre-paid support package and our consultants will walk you through the installation and configuration process, step-by-step or perform the configuration for you remotely. We offer several support service bundles to help you meet your communications goals and make Asterisk work for you.

### **Small Office Support Basic**

Includes 15 PBX analog extensions with voice mail, all the Basic features, plus 2 Premium features.

### **Small Office Support Premium**

Includes 30 PBX analog extensions with voice mail, all the Basic features, plus 3 Premium features.

### **SIP Support Basic**

Includes 5 SIP extensions with voice mail, all the Basic features, plus 2 Premium features.

### **SIP Support Premium**

Includes 10 SIP extensions with voice mail, all the Basic features, plus 3 Premium features.

## **Express Support Services**

Digium provides full support for the entire Asterisk software suite and any other Digium professional service at a T&M rate.