

Support Subscriptions for Asterisk® (Channel)



Q: Can the OSS packages be purchased and resold by resellers?

A: The packages cannot currently be purchased and resold by resellers.

Q: When will resellers be able to purchase Asterisk Support subscription packages?

A: Digium will release channel versions of the Asterisk Support subscription packages in second quarter of 2009.

Q: Why can't resellers buy and resell them now?

A: There are two primary reasons. The first is we are fine-tuning our operational capability to deliver the service through channels. We want the order and delivery process to work smoothly, and while we are operationally capable of delivering these services directly to the end purchaser, we need more time to build the processes to deliver the services through the channel. Secondly, we anticipate the most popular channel package will be one which allows support to be applied across multiple end customers and servers. This package is currently being defined, and we expect to be able to release it in Q2.

Q: What if I have an opportunity to sell OSS offerings now?

A: Please contact your channel account manager and we will do our best to accommodate you.

Q: Where can I buy the OSS packages?

A: Presently, they can only be purchased directly from Digium. We are building the capabilities of purchasing them through Digium Authorized Distributors in second quarter of 2009.

Q: What kind of discount can resellers and integrators expect?

A: The packages will be sold using the standard channel discount model that is presently available on our hardware and software offerings.

Q: Will I be able to bundle Digium's OSS offerings into my own support package?

A: Yes. We believe the integrator package that allows support to be spread across multiple customers and servers will lend itself particularly well to this practice.

Frequently Asked Questions

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Q: Do I have to be a Digium Authorized Reseller to purchase the OSS packages?

A: No, however your discount entitlements will be greater if you are a Digium Authorized Reseller.

Q: How will this affect my existing ABE customers?

A: ABE customers with current subscription plans will continue to receive support. They should plan to migrate to open source Asterisk support at the end of their existing subscription period.

Q: Once released to the channel, should I begin selling Asterisk support instead of ABE?

A: Yes. The Asterisk Support subscription will take the place of the retail version of ABE.

Q: Should I continue to quote ABE to new customers?

A: Yes. You will be notified 30 days prior to the retail version being removed from the indirect channel price list.

Q: Will two- or five-year subscription packages be available? Most enterprise customers will want to purchase five-year support packages.

A: Digium will likely be tweaking the offering depending on demand. We've initially created one- and three-year subscriptions, but longer term agreements may be added.



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