

# Commercial OpenSBC Support

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Now you can get support for OpenSBC from the people who make it. Since the software is free, there is no requirement to have support in order to get the latest software and bug fixes. Instead, the OpenSBC Group is available to save time and to get the OpenSBC application to provide the greatest value at the lowest cost.

There are several support offerings for various needs and budgets:

**Annual Support Subscription:** This program offers support for OpenSBC for the period of one year. Since OpenSBC under an OSI approved license, you may have multiple instances of OSBC installed. There is no additional cost per instance. All support will be initiated by email through our ticketing system. OpenSBC support staff will schedule time to assist you by IM and, when necessary, will login to your server[s] to help rectify problems. The Annual Support Subscription includes remote installation onto your server[s], interoperability testing, and advice on overcoming complicated call scenarios. There is no limit on the number of support tickets that can be made, but only two customer contacts (primary and secondary) are able to create support tickets. Tickets will be responded to within 24 hours from the time of submission (excluding holidays and weekends).

**Cost: \$2,995**

**Installation Support:** This is the same offering as above, but it is limited to 15 business days from the initial contact. Since many support questions arise with installation, this is an option for those who just want help with basic setup and configuration questions. It is upgradeable to the Annual Support Subscription.

**Cost: \$1,000**

**Development Support:** The standard support subscription does not cover questions related to modifying or integrating your application with the OpenSBC code. This package extends the basic support subscription to include access to OpenSBC developers who will answer your development questions.

**Cost: \$3,995**

**24x7 OpenSBC:** For a small monthly fee, the Soley Service Control Center will remotely manage an instance of OpenSBC running on your network. This support package includes 24x7 remote monitoring and escalation by Soley's service delivery center staff, advice on basic configuration issues, deployment of upgrades/patches, and other normal maintenance activities. This support package does not include installation or interoperability testing with other SIP servers.

**Cost: \$150 per instance/per month**

For more information, please contact [sales@solegy.com](mailto:sales@solegy.com)