

FreePBX Commercial Module Support

[Versión en Español Disponible](#)

1. **Overview** - Commercial Modules are paid for software features add-on to the open source FreePBX project.
2. **Products Covered**
 1. FreePBX Commercial Modules with 25-year License with active Maintenance Contract for the Commercial Module. Available upon purchase of FreePBX Commercial Modules. Support and upgrades is limited to 1 Year after purchase. Commercial Module Support Service Renewal for continuous Support access
 2. FreePBX Commercial Modules with 1 year License
3. **SLA** - No SLA included
4. **Technical Support Services** - Access to Technical Support Services as outlined here [Support Department Overview and Policies](#)
 1. Covers Commercial Module Installation and Licensing questions.
 2. Covers bug reporting and assistance on getting a bug resolved.
5. **Professional Services** - Support Credits required for When Configuration and Implementation Support is needed as outlined here [Support Department Overview and Policies](#) No Support Credits are included with your Support Service Renewal and will require the purchase of Support Credits.
6. **Upgrades** - Access to upgrades and new releases as released.