



## Technical Support Model

---

- [Technical Support Model](#), page 1

## Technical Support Model

The following is the technical support model for using prebuilt OpenStack for Cisco DFA images:

- OpenStack is based on open source and is generally supported through its community using a best-effort approach.
- All general COI installation support will be from the Cisco COI team. See the "Before You Start" section.
- COI-DFA part support will be from the Cisco DFA team.
- The DFA part of the OpenStack DFA support will come from Cisco DFA team.

