



Maintenance Plans

In addition to the award-winning resources of our support Web site, Macrovision offers a number of maintenance plans that are fine-tuned to meet your specific needs. Each maintenance plan is per licensed user and allows you to submit unlimited support requests for the duration of your plan.

Maintenance Plans are only available for current products and can only be purchased as part of a bundle with a current Macrovision product. If you own a previous version of a Macrovision product, these bundles are also available at special upgrade pricing. At this time, new Maintenance Plans cannot be purchased separately.

For Maintenance Renewals, please contact your Renewals Account Representative or preferred Macrovision reseller.

The Yearly Maintenance Plans include:	Bronze *	Silver	Gold **
Unlimited telephone support requests		✓	✓
Access to priority support channels for quickest service			✓
Priority involvement in Beta Programs			✓
Automatic notification of and access to all product updates (free) and upgrades (chargeable for non-Maintenance-Plan-holders) for 12 months (with at least one chargeable upgrade guaranteed)	✓	✓	✓
A Maintenance Plan Card detailing all benefits and plan specifics	✓	✓	✓
24 x 7 access to Knowledge Base	✓	✓	✓
24 x 7 access to product Web Communities	✓	✓	✓
Sample Code, Sample Projects, and White Papers	✓	✓	✓
Technical Webinars / Online Product Demonstrations	✓	✓	✓
Unlimited Web-based requests using eService	✓	✓	✓
Hours of operations	Designated Time Zone	Designated Time Zone	View Chart for Details
Initial Response Time		16 Business Hours	Per Severity Chart Below

* Not available for InstallAnywhere

** Not available for the InstallShield 11 Express Edition

Lock in your upgrade pricing today and automatically receive all new releases for a full year shipped to you free of charge. If your responsibilities change, the plan is transferable to another member of your organization (call for details). Buy the smart, convenient way - with a Maintenance Plan!

Severity*	Initial Response Time
Severity 1	4 business hours
Severity 2	4 business hours
Severity 3	8 business hours
Severity 4	16 business hours

Gold Plan Only - Hours of Operations

Products	Hours of Operations
FLEXnet Manager, FLEXnet Publisher, AdminStudio, FLEXnet Connect	24x5
InstallShield, InstallAnywhere, InstallShield MultiPlatform, Single License Products	Priority Queing on Designated Time Zone

Designated Time Zone Details

For your specific time zone, please refer to the Location nearest to you.

Products	Location	Hours of Operations
FLEXnet Publisher, FLEXnet Manager	California (United States west coast)	8 AM - 6 PM PST, Monday through Friday
FLEXnet Publisher, FLEXnet Manager, FLEXnet Connect, InstallShield	United Kingdom	6 AM to 6 PM GMT, Monday through Friday
AdminStudio, FLEXnet Connect, InstallShield, InstallShield MultiPlatform, InstallAnywhere	Illinois (central United States)	8 AM to 5 PM CST, Monday through Friday