

# Maintenance and Support explained

What is the Maintenance and Support plan?

In short, it's a contract, tied to a software license, that entitles customers to the following:

- All updates/upgrades to all minor and major versions released during the subscription coverage period
- Documentation, and knowledge base access
- Email/ticket support if the software has a bug or is behaving differently from the documented way
- Remote assistance support (up to 3 incidents a year, when deemed necessary by Syncplify support staff)

Given the above, it is therefore important to **understand what incidents are:**

- if the software is behaving differently from Syncplify's official documentation, or you have identified a bug, that is an incident, and its resolution is included in the Maintenance and Support plan (if active)
- if you simply don't know how to do something, that's not an incident, and we kindly ask you to – please – read the documentation and search the knowledge base before contacting our support team (we're deeply grateful for your understanding) - if you still prefer us to perform these tasks for you, please keep in mind that these won't be covered by your Maintenance/Support plan, and will be instead [Professional Services](#)

The cost for a maintenance/support plan is typically around **30% of the license MSRP**. However, if you select multiple years of maintenance and support during your license purchase process, a discount is applied based on the number of years you wish to pre-pay for. So, for example, if you buy a single Basic license (\$349) your annual optional subscription cost will be \$104.70; another example: if you buy 2 Professional licenses without WebClient! (\$849 each, total \$1698) your annual optional subscription cost will be \$509.40 (\$254.70 \* 2).

---

Revision #3

Created 1 February 2023 12:58:31 by DevTeam

Updated 15 December 2023 13:25:34 by DevTeam