Mindjet Software Assurance and Support

Guide to Customer Support Services

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Introduction

On behalf of Mindjet's Customer Support and Service Team, welcome to Mindjet's Guide to Customer Support Services for Mindjet Software Assurance and Support customers.

We understand that technology alone isn't always enough to meet your dynamic business and information needs. We are committed to providing the Customer Support ("*Support Services*") you need to help you maximize the benefits of your Mindjet investment.

This guide provides essential information about Mindjet's Support Services, policies, procedures and processes. It will help you understand where to find technical and product information through self-service resources, and explain how to log a case for questions that may require additional attention.

For our MindManager Enterprise customers we have Mindjet Software Assurance and Support ("*MSA*") to provide additional product, deployment and usability content, as well as to provide access to essential phone support with our product and technical specialists who can help you troubleshoot product implementation and technical issues quickly and effectively.

Our goal is for you to be successful with Mindjet's products ("*Products*"). We will help you as efficiently as possible to get your application installed and deployed, and to keep it up and running so as to help you achieve your desired results.

Mindjet Customer Support and Service Team

Mindjet Software Assurance & Support

MSA is for enterprise customers in our MindManager Enterprise Licence Program who recognize that they would like support assistance and would also like to take advantage of the incentive to guarantee an upgrade to the next version of the Product. MSA is only available at time of Product purchase and must be purchased on per user/per product license basis per year.

Upgrade Protection: take advantage of the early low-cost purchase commitment to ensure seamless access and availability to our next Major Release, as defined in the Product Releases and Maintenance Policy.

Updates within the Current Product Version: Minor or Maintenance Releases, as defined in the Product Releases and Maintenance Policy, which include version updates, and other fixes delivered can be found on our download page. If you are eligible for Upgrade that require a new licence key you will receive it via email.

Downgrade Right: the right to use any previous version of the purchased version of the Product.

Priority Queuing Online Web Form Support: submit cases through the Mindjet Support Services website for the most efficient response. Customers will be automatically routed to their regional Support Call Center.

Telephone Helpdesk Support: direct contact between MSA customers' designated contacts and the Mindjet Customer Support and Service Team, Monday through Friday during support hours excluding holidays of the Support Call Center's host country.

Designated Authorized Contacts: authorized contacts are your organization's interface to Mindjet Customer Support and Service Team and allow for managed and efficient response to your company's support needs.

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Large Scale Deployment (LSD) Assistance: take advantage of the installation guidance and documentation created for large scale deployments, and utilize the expertise of Mindjet Customer Support and Service Team Support Technicians.

Working with Support Services

Designating Authorized Contacts

MSA includes the ability to assign designated contacts that are authorized to submit support cases. Generally, purchase of MSA will provide each customer with a minimum of two authorized contacts (up to the first 100 users); for every 100 users, one designated contact is authorized. Furthermore, for each additional 100 users the customer will receive one additional designated contact. The actual number of designated contacts may be determined as mutually agreed upon between the parties. All authorized contacts and their information should be submitted via the means provided for in Appendix B below or through your Mindjet Account Manager.

Online contact

Self-service and web form case submission is available 24x7 on Mindjet Support Services website. Additionally, Mindjet offers Live Chat during normal business hours available on Mindjet Support Services website homepage.

Mindjet Support Website	https://www.mindjet.com/support-info/

Phone contact to our customer service:

Support-Center	Language	Hours	Phone
D/A/CH	German	9am – 5pm CET (GMT+1)	+49 (0) 6023 – 9645 – 678
UK	English	9am – 5pm (GMT)	+44 (0) 845 – 355 – 5501
France*	French	9am – 5pm CET (GMT+1)	+33 (0) 821 – 230 – 136 +49 (0) –1803 000 974
EMEA	English	9am – 5pm CET (GMT+1)	+44 (0) 845 – 355 – 5501
Americas	English	7am – 5pm Pacific (GMT-8)	+1 877 – 646 – 3538 +1 – 415 - 229 - 4200 - 2
Asia/Pacific	English	9am – 5pm Pacific (GMT+8)	+1 877 – 646 – 3538 +1 – 415 – 229 - 4200 - 2
Japan	Japanese		via email: ayano.ogawa@mindjet.com

* Mindjet provides limited French-speaking support during normal business hours, as set forth above. If French-speaking agent is not available, your call will be routed to European English-speaking agents.

Support Services Availability

Support Services are limited to the duration of MSA, commencing on the date of purchase. Service availability may occasionally deviate from stated hours due to downtime for systems and server maintenance or local Support Call Center observed holidays.

Support Services are available through the following entities:

☐ Mindjet GmbH for the Europe, Middle East, and Africa territories in German, English, and French languages.

☐ Mindjet LLC for the Americas, Asia, and Pacific Region in English and Japanese languages.

Support Topics

Mindjet Support Services includes support for basic connectivity issues for the purpose of using the Products to access other non-Mindjet products or services as they pertain to the Products' functionality, installation and deployment questions, upgrade assistance, Microsoft Office® Integration and basic usability and functionality questions.

Large scale deployment assistance under MSA is limited to providing electronic documentation, remote troubleshooting, and telephone guidance of reasonable duration; extensive or ongoing assistance, on-site coverage, or other deployment specific deliverables may be subject to additional fees at Mindjet's then-current time and materials rates pursuant to a separate Professional Services Agreement.

Additional Mindjet Software Assurance and Support Terms and Conditions

The MSA Terms and Conditions, available on the Mindjet Support Services website, shall also apply to the provisions of Support Services in connection with the purchase of MSA.

Appendix A: Designated Contacts Template

MindManager Enterprise customers purchasing MSA as part of their license program must submit their designated contacts information as follows:

First Name:	
Last Name:	
Company Name:	
Department:	
Title/Position:	
Full Address:	
E-Mail:	
SIN*	

* A Support Identification Number (SIN) will be provided by Mindjet to the MSA purchasing entity and is used to identify MSA customers. The SIN should be referenced when logging a support case or when calling into the Mindjet Support Call Center.

Please send your designated contact information via our web form.

Please create a Mindjet ID and register your Product license key(s) and SIN(s). Doing so enables you to retrieve this information should it become lost or if you need to reinstall the Product, have direct access to our Support Download section, and easily log a support case on Mindjet Support Services website.

Create a Mindjet ID at: https://secure.mindjet.com/accounts/login.aspx

Appendix B: Feature Requests and Suggestions

Mindjet tracks all customer requests for Product features and enhancements. During each Product release planning cycle, Mindjet's Product planning committee reviews customer requests for inclusion in the current or a subsequent release. The features and enhancements included in a Product release is determined by Mindjet in its sole discretion. Your submission of any request does not represent a commitment by Mindjet to deliver any functionality.

Please feel free to submit a suggestion at: https://www.mindjet.com/contact/

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Mindjet Locations

Please check all our contact details of our global locations on our website:
https://www.mindjet.com/contact/