

Select the support option that suits your needs

Support service	WITHOUT CONTRACT	MAINTENANCE AGREEMENT	ADVANCED SUPPORT
SELF-SUPPORT MATERIALS AT CUSTOMER PORTAL Installation instructions, user manuals, FAQ, tips & tricks	✓	✓	✓
PHONE SUPPORT VIA INTERNATIONAL NUMBER Standard office hours 5 days a week in English language	✓	✓	✓
SUPPORT REQUEST COVERAGE PER CONTRACT TYPE	Installation or licensing	All MagiCAD-related issues	All reported cases
MAGICAD USER DISCUSSION FORUM AT CUSTOMER PORTAL Closed user discussion forum for customers with Maintenance or Advanced Support agreements		✓	✓
CUSTOMER PORTAL SEARCH FUNCTIONS		Basic search	Advanced search
PRIORITY SUPPORT REQUEST FORM VIA CUSTOMER PORTAL Request support directly via Portal and access to your own support case archive			✓
SUPPORT FOR AUTODESK PLATFORMS Support covers also AutoCAD and Revit platforms			✓
PRIORITY IN CASE HANDLING			✓
ACCESS TO 2ND TIER SUPPORT Helpdesk will escalate all cases to 2nd tier if they cannot solve the problem in a reasonable time			✓