Scope of Support

Private & Confidential

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Scope of Support

This document outlines the scope and limitations of support for Parallels products.

During the term of your active support package for Parallels Software, Parallels will provide expert level guidance and troubleshooting to you in connection with questions and issues arising from the installation, configuration, and use of Parallels Software; bug fixes and issue resolution; and access to Updates and Upgrades (as defined below) of the Parallels Software.

- **Upgrades:** means generally commercially available major new releases, modifications or enhancements to the same Parallels Software as designated by a change in the number to the left of the decimal in the version number.
- **Updates:** means generally commercially available code corrections, patches, updates and minor version releases of the same Parallels Software as designated by a change in the number to the right of the decimal in the version number.
- **Installation:** Support for installation (or upgrade) includes providing guidance and troubleshooting in connection with Customers downloading and installing, or upgrading of the Software.
- **Configuration Issues:** Support for configuration includes troubleshooting Customers configuration settings for existing installations on environments compliant with Parallels product requirements to ensure proper operation and functionality.
- **Basic Product Functionality Questions:** Parallels experts will answer your "how to" questions related to standard and intended product usage.
- **Product Defect Verification and Reporting:** Bug identification.
- **Enhancement and Feature Request Submission**

Versions of Supported Products Covered by Parallels Support

Supported Versions: Parallels will provide Support only for the versions of the Product specified in the Product Documentation or as specified at the time of purchase. Changes to supported versions will be announced in advance on the Parallels website and via e-mail notifications.

Environments Supported: Parallels supports use of its products only on the platforms (hardware and Operating Systems) specified in the Release Documentation for each Parallels Product.

What Support Excludes

The following are excluded from Parallels Support obligations:

- Parallels Software that is used on or in conjunction with hardware or software other than that specified in the applicable documentation
- Virus Infections
- Spam Protection
- System/Server administration activities
- Routine product maintenance (data backup, cleaning disk space and configuring log rotation)
- 3rd Party Applications not provided by Parallels
- Altered or modified Parallels Software, unless altered or modified by Parallels or as defined in the Product Documentation or Knowledge Base
- Defects in the Parallels Software due to hardware malfunction, abuse or improper use
- Any version of the Parallels Software for which Support services have been discontinued by Parallels as documented in the Parallels End of Life Policy
- Reimbursing and expenses spent for 3rd Party Services not provided by Parallels.
- Parallels Support excludes training, customization, integration and any issues arising from non-standard usage of the Software
- Evaluation software or other software provided at no charge and any Parallels Software sold separately by Parallels, including, without limitation, consulting code, unless generally made available to Parallels' subscription customers at no additional charge.