

Premium Care

In addition to what's included in Essential Care, Premium Care provides 24x7 Telephone Support for critical issues, expedited Support Services, priority routing of issues, a designated toll-free number, remote diagnostics, and 10 named contacts. Premium Care is offered for all NetIQ products.

Premium Care is available in North America and EMEA, for availability in other areas, please contact a reseller.

Plan Features

Online Support

- Knowledge Base
- Service Request Manager
- Online User Forums
- Notifications and Alerts
- Documentation

Support Services

- 24x7 Telephone Support
 - Telephone Support during normal business hours
 - After-hours critical issue pager support for severity 1 and severity 2 issues is available all days of the week (including Holidays)
- Designated toll-free number
 - Availability in Australia, Austria, Belgium, China, Denmark, Finland, France, Germany, Hong Kong, India, Israel, Luxembourg, Malaysia, Netherlands, New Zealand, North America and the Caribbean, Norway, Philippines, Spain, Sweden, Switzerland, Taiwan, and the United Kingdom
- Service Request Manager — Target response time one hour during normal business hours
- Priority routing of issues
- Remote diagnostics (initiated with client authorization only)
- Hotfixes and Inline Releases

For more information or to purchase a Support Plan, you can either:

- Contact your NetIQ representative.
- Call 1-888-323-6768.
- Contact a reseller in your area

To renew your existing or expired Support Plan for a NetIQ product, you can either:

- Submit an online Support Plan Renewal request.
- Contact the NetIQ Customer Care Team at 713-418-5035

- Service Packs
- New Versions
- Access to Beta product
- Named Key Contacts — Customers may designate ten named Technical Contacts from their company who may contact with NetIQ Technical Support for all software issues

Product Maintenance

To renew your existing Support Plan for a NetIQ product, please contact the NetIQ Customer Care Team at 713-418-5035 or email us at maintenancerenewalsales@netiq.com

Learn More

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