

# NetIQ Support Plans

A key component of every serious business strategy is knowledgeable and responsive Technical Support. NetIQ offers two levels of annual Support Plans, **Essential Care** and **Premium Care**, with service levels to meet a wide range of needs.

[Essential Care](#)

[Premium Care](#)

## Pre-Sales Support

NetIQ provides free support via the [Knowledge Base](#), [telephone](#), and [email](#) to facilitate the software evaluation process. It is an opportunity to demonstrate the level of professionalism that customers can expect after the sale.

Support Plan Features	Premium Care*	Essential Care**	No Support Plan
Online Support			
Knowledge Base	✓	✓	✓
Service Request Manager	✓	✓	
Online User Forums	✓	✓	
Notifications and Alerts	✓	✓	
Documentation	✓	✓	✓***
Support Services			
Telephone Support during <a href="#">normal business hours</a>	✓	✓	
Online Support responses during <a href="#">normal business hours</a>	✓	✓	

Targeted 1-hour response	✓		
Targeted 4-hour response		✓	
Priority Routing of Issues	✓		
24 X 7 Telephone Support After-hours pager support for <a href="#">Severity 1 and Severity 2 issues</a> only. One-hour targeted response time.	✓		
Designated toll-free number ( <a href="#">limited to certain countries</a> )	✓		
Remote diagnostics (initiated with client authorization only)	✓		
Named Key Contacts (Additional contacts are available to purchase for Premium Care customers)	10	4	
Product Maintenance			
Hotfixes and Inline Releases	✓	✓	✓
Service Packs	✓	✓	
New Versions	✓	✓	
Access to Beta Product	✓	✓	

\* *Limited availability of Premium Care features outside of North America and the EMEA. Consult a NetIQ sales representative, or a [reseller in your area](#) for availability.*

\*\* *Not all features of Essential Care are available outside of North America and the EMEA. Please contact your local representative for details.*

\*\*\* *A current Support Plan is required to access some Documentation.*

# Essential Care

Essential Care is an annual agreement that provides Online Support, Support Services, Product Maintenance, and four named contacts. Essential Care is required with the initial purchase of all NetIQ products except WebTrends Log Analyzer.

## Plan Features

### Online Support

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

### Support Services

- Telephone Support during [normal business hours](#)
- Service Request Manager — Target response time four hours during normal business hours
- Named Key Contacts — You may designate four named Technical Contacts from your company who may contact NetIQ Technical Support for all software issues

### Product Maintenance

- HotFixes and Inline Releases
- Service Packs
- New Versions
- Access to Beta product

# 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 with the exception of WebTrends Log Analyzer.

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)

- 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**

- HotFixes and Inline Releases
- Service Packs
- New Versions
- Access to Beta product

### **Learn More**

For more information or to purchase a Support Plan [contact your NetIQ representative](#), call 1-888-323-6768, or contact a [reseller in your area](#).

To renew your existing Support Plan for a NetIQ product, please contact the NetIQ Customer Care Team at 713-418-5035 or [customercare@netiq.com](mailto:customercare@netiq.com)

To renew your existing Support Plan for a WebTrends product, please contact your WebTrends Representative at 1-888-WEBTRENDS or [sales@webtrends.com](mailto:sales@webtrends.com)