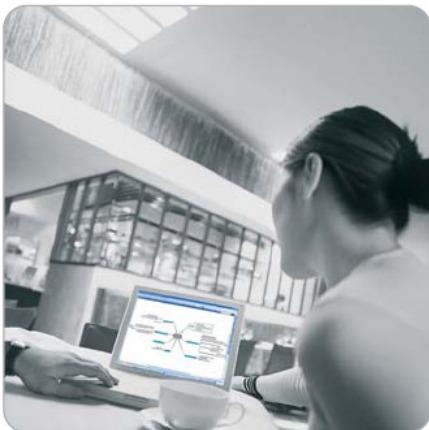
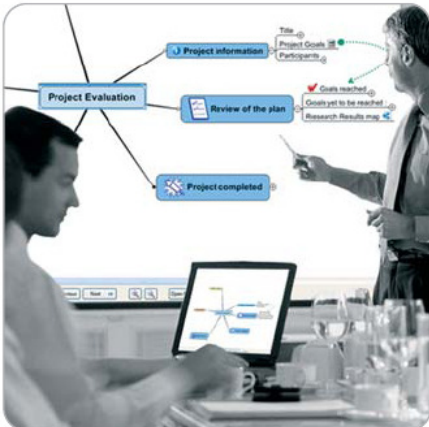


# Mindjet Maintenance & Support

## Guide to Customer Support Services



**Bring Information  
to Life**



# Table of Contents

Introduction	3
Support Services at a Glance	4
Mindjet Maintenance & Support Plan	4
Working with Support	5
Designating Authorized Contacts	5
Contact and Hours of Operation	5
Service Level Performance Guidelines	5
Support Case Escalation	6
Third Party Software Add-Ins Support	6
General Policies	6
Supported Mindjet Products	7
Supported Product Environments	7
Supported Product Duration	7
Product Releases and Maintenance Policy	8
Product Upgrades	8
Product Updates	8
Patches	9
Annual Renewals	8
Refund Policy	9
Support Plan Availability	9
Support Topic Limitations	9
Appendix A: 2008 - 2010 Holiday Calendar	10
Appendix B: Designated Contacts Template	13
Appendix C: Training Services	14
Appendix D: Feature Requests and Suggestions	14

# Introduction

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

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.

We've created the Mindjet Maintenance and Support Plan ("Plan") 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 & Service Team

# Support Services at a Glance

Mindjet recognizes that your success is our success, and to this end, the Mindjet Maintenance and Support Plan offers a variety of software support options to get you up and running quickly and easily, whether you are installing on a personal desktop or deploying across the enterprise.

Mindjet Maintenance & Support Plan	
When Purchased	Time of license purchase
24x7 Self-Service Resources	<input checked="" type="checkbox"/>
Web Support	<input checked="" type="checkbox"/>
Phone Helpdesk Support	<input checked="" type="checkbox"/>
Product Updates	<input checked="" type="checkbox"/>
Product Upgrades	<input checked="" type="checkbox"/>
Local Time Zone Coverage*	<input checked="" type="checkbox"/>
Case Queue Prioritization	<input checked="" type="checkbox"/>
Case Escalation	<input checked="" type="checkbox"/>
Authorized Contacts	<input checked="" type="checkbox"/>
Large-Scale Deployment Assistance	<input checked="" type="checkbox"/>

\* 9-5pm Local Call Center time; North American Support includes 9-5 PST & EST

## Mindjet Maintenance & Support Plan

For individuals and enterprise users 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. This Plan is only available at time of Product license purchase and must be purchased on per user/per product license basis per year.

- **Upgrades to the Next Product Version:** take advantage of the early low-cost purchase commitment to ensure seamless access and availability to our next major version release.
- **Updates within the Current Product Version:** electronic notification and reminders of Service Packs, version updates and other fixes, delivered in advance when feasibly and practically possible.
- **Priority Queuing Online Web Form Support:** submit cases through the Mindjet Support website for the most efficient response. Customers will be automatically routed to their regional Support Center.
- **Telephone Helpdesk Support:** direct contact between the Support Plan customers' designated contacts and the Mindjet Support Department, Monday through Friday excluding holidays of the Support Center's host country.
- **Designated Authorized Contacts:** authorized contacts are your organization's interface to Mindjet Customer Support and allow for managed and efficient response to your company's support needs.
- **Large Scale Deployment (LSD) Assistance:** take advantage of the installation guidance and documentation created for large scale deployments, and utilize the expertise of our Support Technicians.

# Working with Support

## Designating Authorized Contacts

Mindjet Support for Enterprise Users entails assignment of designated contacts that are authorized to submit support cases. A guideline is that for every 100 users one designated contact is authorized, with a minimum of two authorized contacts per account. The actual number of designated contacts may be determined differently in agreement with both parties. The initial two authorized contacts should be submitted via the means provided for in Appendix B below or through your Mindjet Account Manager.

## Contact and Hours of Operation

Support hours are as listed below. Mindjet reserves the right, at our discretion, to change, modify, add, or remove regional points of contact and availability.

### Online contact:

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

Customer Support Homepage	<a href="http://www.mindjet.com/support">www.mindjet.com/support</a>
Technical Support Case submission	<a href="http://www.mindjet.com/app/support.aspx">www.mindjet.com/app/support.aspx</a>

### Phone contact:

Support Center	Language	Hours		Phone
DACH	German	9am – 5pm CET	(GMT +1)	+49 (0) 180 - 500 - 9129
UK	English	9am – 5pm	(GMT)	+44 (0) 845 - 355 - 5500
France*	French	9am – 5pm CET	(GMT +1)	+33 (0) 821 - 230 - 109 +49 (0) 6023 - 9645 - 333
EMEA	English	9am – 5pm CET	(GMT +1)	+44 (0) 845 - 355 - 5500
Americas	English	6am – 5pm PST	(GMT -8)	+1 877 - 646 - 3538
Asia/Pacific, incl. Japan**	English	9am – 5pm PST	(GMT -8)	+1 877 - 646 - 3538

\* Mindjet provides limited French speaking technical support during normal business hours. If French speaking agent is not available, your call gets routed to the European English speaking agents.

\*\* Asia/Pacific, incl. Japan is currently supported out of the Americas' Support Center. Support response time will be based on case receipt during call center operational hours. Mindjet does not provide Japanese language phone support at this time.

## Service Level Performance Guidelines

The Mindjet Support Plan allows for case submission via phone, live chat and web form. Most cases can be handled by first level Support. At times issues will arise that require more extensive testing and/or that require second level (local specialized) or third level (corporate developer) Support.

Various factors can influence the ability to resolve problems. Some of these factors are outside the control of Mindjet Customer Support. Response and resolution times are provided as a framework for communicating our goals and setting common expectations.

Priority	Definition	1 <sup>st</sup> Level Support		2 <sup>nd</sup> Level Support		3 <sup>rd</sup> Level Support	
		Initial Response Goal	Resolution Goal	Initial Response Goal	Resolution Goal	Initial Response Goal	Resolution Goal
<b>High</b>	High Problem or issue that is impacting or adversely affecting product installation or use	Within 4 business hours	Within 1 business day	Within 1 business day	Within 2 business days	Within 3 business days	Within 6 business days
<b>Standard</b>	Non-critical problem or issue and/or question about product use or feature request.	Within 1 business day	Within 2 business days	Within 2 business days	Within 3 business days	Within 5 business days	Within 8 business days

## Support Case Escalation

We recognize that for one reason or another there are times when support cases must be escalated. If you are not satisfied with the progress of your case, please communicate your concerns to the regional Support Center or your designated Account Manager.

## Third Party Software Add-Ins Support

Mindjet contributes towards and promotes certain software partner product integrations. Customer Support for these partner products is provided directly by the originating vendor. Mindjet does not provide maintenance or support for any third party products.

## General Policies

Mindjet reserves the right to limit the time spent by a Support Technician on each telephone call. Mindjet may also limit or terminate support to a customer who uses the service in an irregular, excessive, abusive or fraudulent manner.

Terms, conditions, support features, procedures, pricing and support availability are subject to change at Mindjet's discretion. Any such changes will not materially detriment the support provided to existing Plan End Users. Coverage is non-transferable and is valid for purchaser and designated contacts only.

Local and/or onsite support, programming, customization, consulting services, individual setups and Product updates, above and beyond the provisions customarily provided and as outlined in this document, are not included in the Mindjet Maintenance & Support Plan, and may or may not be available separately for purchase.

Detailed service level statistics and self-service case management are not currently available. Training, Solution Partner and Developer services are provided separately.

### Supported Mindjet Products

Mindjet Support is available for all currently available Mindjet products for purchase and/or available for download as described on our website and those that have not yet been retired as described herein under "Supported Product Duration".

Eligibility benefits and Customer Support Services availability for a Mindjet product are subject to change at Mindjet's discretion. Any such changes will not materially detriment the Customer Support Services provided to End User.

Mindjet Customer Support Plans do not cover any Mindjet Labs' Solutions and Add-Ins that are provided free in the Mindjet Labs section of our website or any other products which are provided free of charge. These add-ins/products are provided as is at the risk and the discretion of the End User.

### Supported Product Environments

System requirements for a Product release specify the hardware and software supported environments and are listed in the Product Information area of our website.

Mindjet will provide commercially reasonable Customer Support services through attempting to reproduce and resolve problems on a supported environment. If the customer environment becomes suspect during the problem resolution process, we may require customers to validate their issue in a fully verified environment to further isolate the problem and to proceed with the resolution process. Support services are not provided for unsupported environments.

### Supported Product Duration

Mindjet provides Customer Support assistance for all current "Generally Available" Product releases and will supply patches and fixes as specified and set forth herein. In general these are provided as minor or maintenance releases and available as full versions of our Products.

Mindjet periodically “retires” older versions of its software Products in order to focus resources on developing and supporting newer versions. When a version of MindManager software is “retired”, live Support (telephone, chat and web form support) is discontinued for that version. Online Support (Knowledge Base, User Forum, and Whitepapers) remains available.

Generally, Products will be supported for up to two years after the general availability date of the most current major release version of the Product. The list of current Product lifecycles is available on our Support website <http://www.mindjet.com/support/offerings/lifecycle.aspx>.

## Product Releases and Maintenance Policy

With this policy we want to address our customers’ requests for a consistent terminology and adequate customer notification and expectation management.

**Product Upgrades:** Product Upgrades, also known as Major Releases, introduce important new features or significantly enhance existing Product functionality. These releases are made available on a product-by-product basis. Product Upgrades are available free of charge to purchasers of Mindjet’s Customer Support Services Plans as specified herein, or available outside of the Plan for an additional charge as set forth on the Mindjet Price List, or if otherwise contractually agreed between the parties.

The first digit of the version number signifies the major release level.

Ex: 8.0.217

**Product Updates:** Product Updates, also known as Minor or Maintenance Releases, incorporate service packs that provide bug fixes and may also include other minor fixes or modifications that enhance Product usage or functionality. These releases are made available on a product-by-product basis. Product Updates are provided free of charge and are available for download from the Mindjet Customer Support site.

The second or middle digit of the version number signifies a minor release level.

Ex: 8.0.217

The third digits of the version number signify a maintenance release level.

Ex: 8.0.217

**Patches:** Patches provide interim or emergency fixes to one or more critical problems. They are produced on an as-needed basis and if Mindjet discovers a severe problem after a Product has shipped, potentially affected customers are alerted with instructions on how to obtain and apply the necessary patch or run the registry script executable.

## Annual Renewals

The Mindjet Maintenance & Support Plans may be available for one, two, and three year durations from the date of Plan purchase on a per user/per Product license basis. Plan duration availability is based on regional offerings. Mindjet will automatically provide a renewal notice at least 30 days in advance of your renewal anniversary date.

Mindjet Maintenance & Support Plan Purchasers understand and agree to the annual pricing fee and the addition of a pro-rated fee when an upgrade to a higher Plan version level is purchased.

## Refund Policy

Mindjet Support Plans are not refundable except in conjunction with Mindjet's 30-day money back guarantee on a purchased software Product as provided herein.

## Support Plan Availability

Support is limited to the duration of the Customer Support Plan, the starting point of which is the date of Plan purchase. Service availability may occasionally deviate from stated hours due to downtime for systems and server maintenance or Support Center observed holidays.

Support is available through:

- Mindjet GmbH for the Europe, Middle East & Africa territories in German, English, and French language.
- Mindjet LLC for the Americas, Asia and Pacific Region in English and Japanese language.

## Support Topic Limitations

Inquiries are limited to the following Mindjet product areas:

- Installation and deployment
- Upgrade assistance (where applicable)
- Microsoft Office integration
- Basic usability and functionality (as described in the MindManager Help Guides and Tutorials)

Mindjet will also assist with basic connectivity issues for the purpose of using Mindjet software to access other products or services as they pertain to Mindjet software functionality.

Mindjet will not be responsible for resolving integration issues caused by:

- Third party services such as: Web Services, Service providers, 3rd party Add-ins
- Other software or hardware

These companies must be contacted directly.

Mindjet Support does not cover inquiries on issues related to:

- Development
- Application consulting
- Training

Large Scale Deployment Assistance under the Plan is limited to electronic documentation, remote troubleshooting and telephone guidance of reasonable duration; additional fees may be charged for extensive or ongoing assistance, on-site coverage, or other deployment specific deliverables.

## Appendix A:

### 2008 Holiday Calendar

#### Mindjet Office Holidays

Holidays 2008			DE	UK	US	FR
Christmas	Monday	24.12.2007	X			
Christmas Day	Tuesday	25.12.2007	X	X	X	X
Christmas Day	Wednesday	26.12.2007	X	X		
New Year	Tuesday	01.01.2008	X	X	X	X
Martin Luther King jun. Day	Monday	21.01.2008			X	
President's Day	Monday	18.02.2008			X	
Good Friday	Friday	21.03.2008	X	X		X
Easter	Monday	24.03.2008	X	X		X
Labour Day	Thursday	01.05.2008	X			X
Early May Bank Holiday	Monday	05.05.2008		X		
Victory Day (F)	Thursday	08.05.2008				X
Whitsun	Monday	12.05.2008	X		X	X
Corpus Christi	Thursday	22.05.2008	X			
Memorial Day (USA)	Monday	26.05.2008		X	X	
Spring Bank Holiday	Wednesday	26.05.2008		X		
Independence Day (USA)	Friday	04.07.2008			X	
Ascension Day	Friday	15.08.2008	X			X
Summer Bank Holiday	Wednesday	25.08.2008		X		
Labor Day (USA)	Monday	01.09.2008			X	
German Unification Day	Friday	03.10.2008	X			
Columbus Day	Monday	13.10.2008			X	
Thanksgiving (USA)	Thursday	27.11.2008			X	
Christmas	Wednesday	24.12.2008	X			
Christmas Day	Thursday	25.12.2008	X	X	X	X
Christmas Day	Friday	26.12.2008	X	X		

# 2009 Holiday Calendar

## Mindjet Office Holidays

Holidays 2009			DE	UK	US	FR
Christmas Eve	Wednesday	24.12.2008	X	X		X
Christmas Day	Thursday	25.12.2008	X	X	X	X
2 <sup>nd</sup> day of Christmas	Friday	26.12.2008	X	X		
New Years Eve	Wednesday	31.12.2008	X	X		X
New Year	Thursday	01.01.2009	X	X	X	X
Epiphany	Tuesday	06.01.2009	X			
Martin Luther King jun. Day	Monday	19.01.2009			X	
President's Day	Monday	16.02.2009			X	
Good Friday	Friday	10.04.2009	X	X		X
Easter Monday	Monday	13.04.2009	X	X		X
Labour Day	Friday	01.05.2009	X			X
Early May Bank Holiday	Monday	04.05.2009		X		
Victory Day (F)	Friday	08.05.2009				X
Christi Ascension Day	Thursday	21.05.2009	X			X
Spring Bank Holiday	Monday	25.05.2009		X		
Memorial Day (US)	Monday	25.05.2009			X	
Whit Monday	Monday	01.06.2009	X			X
Corpus Christi	Thursday	11.06.2009	X			
National Holiday (F)	Tuesday	14.07.2009				X
Summer Bank Holiday	Monday	03.08.2009		X		
Summer Bank Holiday	Monday	31.08.2009		X		
Labor Day (US)	Monday	07.09.2009			X	
Armistice Day / Veterans Day	Wednesday	11.11.2009			X	X
Thanksgiving (USA)	Thursday	26.11.2009			X	
Christmas Eve	Thursday	24.12.2009	X	X		X

# 2010 Holiday Calendar

## Mindjet Office Holidays

Holidays 2010			DE	UK	US	FR
Christmas Eve	Thursday	24.12.2009	X	X		X
Christmas Day	Friday	25.12.2009	X	X	X	X
New Years Eve	Thursday	31.12.2009	X	X		X
New Year	Friday	01.01.2010	X	X	X	X
Epiphany	Wednesday	06.01.2010	X			
Martin Luther King jun. Day	Monday	18.01.2010			X	
President's Day	Monday	15.02.2010			X	
Good Friday	Friday	02.04.2010	X	X		X
Easter Monday	Monday	05.04.2010	X	X		X
Early May Bank Holiday	Monday	03.05.2010		X		
Christi Ascension	Thursday	13.05.2010	X			X
Whit Monday	Monday	24.05.2010	X			X
Spring Bank Holiday	Monday	31.05.2010		X		
Memorial Day (US)	Monday	31.05.2010			X	
Independence Day	Friday	04.06.2010			X	
Flag Day	Monday	14.06.2010			X	
Corpus Christi	Thursday	03.06.2010	X			
National Holiday (F)	Wednesday	14.07.2010				X
Labour Day (USA)	Monday	06.09.2010			X	
Summer Bank Holiday	Monday	30.08.2010		X		
Columbus Day (US)	Monday	11.10.2010			X	
All Saints Day	Monday	01.11.2010	X			X
Election Day (USA)	Tuesday	02.11.2010			X	
Armistice Day / Veterans Day	Thursday	11.11.2010			X	X
Thanksgiving (USA)	Thursday	25.11.2010			X	
Christmas Eve	Friday	24.12.2010	X	X		X

## Appendix B: Designated Contacts Template

Designated contacts are not applicable for individual users purchasing Mindjet Maintenance & Support in Mindjet's Online Store. Individual customers will create a Mindjet.com account as part of the order process and will have their Support Plan associated immediately with their account.

Enterprise customer purchasing Maintenance & Support as part of their license program, need to submit their designated contacts including the following information:

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

\* Support Identification Number (SIN) will be provided by Mindjet to the plan purchaser and is used to identify eligible participants for Mindjet Maintenance & Support Plans. The SIN should be referenced when logging a Support Case or when calling into the Mindjet Support Helpdesk.

You can send your designated contact information via our web form or Email to your regional Support Center:

<b>Web form:</b> Customer Service	<a href="http://www.mindjet.com/contactus">www.mindjet.com/contactus</a>
<b>Email:</b> Customer Service EMEA (Europe, Middle East & Africa)	<a href="mailto:MJ-CustomerServiceEMEA@mindjet.com">MJ-CustomerServiceEMEA@mindjet.com</a>
<b>Email:</b> Customer Service Americas (Americas, Asia/Pacific)	<a href="mailto:MJ-CustomerServiceAmericas@mindjet.com">MJ-CustomerServiceAmericas@mindjet.com</a>

Please create a Mindjet.com Account 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, gives you direct access to our Support Download section, and allows you to easily log a Support Case on our Support website.

Create a Mindjet Account: <https://www.mindjet.com/accounts/register.aspx>

## Appendix C: Training Services

In addition to Customer Support, Mindjet offers Customer Training, a separate program with offerings available for purchase. Mindjet training offers a variety of courses to meet your MindManager requirements. Whether you are looking for general Product training or training in specialized MindManager applications, you will find courses designed to suit your needs.

Options for receiving Mindjet MindManager training include public courses, custom on-site sessions, live webbased classes, and custom web training. Our courses can be tailored to fit the specific needs of both beginners and advanced users. Mindjet also ensures superior training quality and value through its network of Mindjet approved trainers.

For a detailed description of each course, enrollment schedule and purchase options, please visit the Training area of our website under <http://www.mindjet.com/products/training/default.aspx>.

## Appendix D: 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 the requests for inclusion in the current or a subsequent release.

Whereas requests and suggestions can be offered via our various contact channels, Mindjet cannot provide any guarantees, and the determination of content and release schedule for Product updates and Product upgrades are the sole responsibility and at the sole discretion of Mindjet.

Submit a suggestion: <http://www.mindjet.com/contactus>

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