

What is software maintenance?

15 Ajay Chadha February 20, 2019 Software Maintenance

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Your maintenance contract is like an insurance policy. It entitles you to more than just being able to contact Support by telephone or logging a case online. A valid contract provides you with cover for the number of software licenses you own for the period of the contract (usually one year).

Software maintenance covers access to any relevant support and software updates for your license of PHPKB knowledge base software. All commercial and academic licenses include 12 months of free maintenance (commencing from the date of purchase).

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