

TEKLYNX Knowledge Base

I do not have an SMA but need technical support.

Problem

I need technical support but do not have an SMA or a subscription license.

Resolution

TEKLYNX technical support is provided at no cost to end users who have a Software Maintenance Agreement (SMA), support contract or are using a subscription license.

If you do not have an SMA, support contract, or subscription license, you are able to pay per incident to receive technical support. Your technical support representative can process this payment during your support call.

If you would like to purchase an SMA or support contract to cover unlimited technical support, please contact TEKLYNX customer service at 414-837-4800 or request that your support representative transfer the call.

If your SMA has expired, you are eligible to reactivate the contract. Our customer service team can assist with this as well.

<http://kb.teklynx.com/knowledgemanager//questions/1293/>