



# FileMaker Priority Support Services

## Priority Support Features

As a Priority Support Customer, you will receive one unique technical support access code, for use solely by your designated contact, granting 12 months of toll-free, priority technical support. Support is available for the currently shipping versions of software distributed by FileMaker, Inc. at the start of the service period, plus one version back for these products. Your Priority Support Service will also cover all additional FileMaker, Inc. products you purchase during the service year, and at no additional cost. FileMaker, Inc. Technical Support will answer questions concerning installation, how the product works and how to use the product efficiently. FileMaker, Inc. does not provide on-site technical support, nor does it provide training, designing or consulting services. Subject to the Priority Support Service Terms and Conditions.

**Technical Support hours:** Monday – Friday 7a.m. – 5p.m. Pacific time (holidays excluded)

The start date for the Priority Support Service **will commence 7 working days after receipt and approval by FileMaker of the completed Priority Support Service order form.** At the same time, a confirmation letter including one unique technical support access code, and a toll-free number to call for service, will be mailed to the designated contact.

## Additional Priority Support Service

As many additional contacts as necessary may be purchased with a Priority Support Service. Each additional contact receives their own unique technical support access code.

### Restrictions and usage:

- Additional contacts must belong to the same organization and share the same organization address as the primary Priority Support Service Designated Contact.
- Use of a technical support access code is restricted to the Designated Contact. It is not to be distributed across the organization. Designated Contacts may act as the technical lead on behalf of other employees of their organization.

## Privacy Policy

Stay informed with FileMaker news, software updates, special offers, and information about related products and services from other companies. If you would rather not receive this information, please check the boxes on the other side of this form under the Privacy Policy section.

You're in control. You have access to your personal information and contact preferences. To review and update your personal contact information, contact FileMaker at (800) 325-2747. To learn how FileMaker safeguards your personal information, please review the FileMaker Customer Privacy Policy at [www.filemaker.com/legal/notice\\_privacy](http://www.filemaker.com/legal/notice_privacy).

# Priority Support Order Form

## ORGANIZATION INFORMATION

Organization:

Address:

City:  State:  Zip code:

Business  K-12  Higher Ed.  FileMaker Business Alliance

## CONTACT INFORMATION

(Recipient of all mailings)

The start date for the Priority Support Service begins **seven working days** after receipt and approval of this form and payment by FileMaker, Inc.

Designated Contact\*:

Title:

Address:

City:  State:  Zip code:

Phone Number: (  )  -  Extension:

Email Address:

Contract Type:  New  Renewal (please provide access code):

\*Use of a technical access code is restricted to the designated end user.

This area to be completed if purchasing Additional Support Contacts. Please refer to Priority Support Service on reverse.

Additional Contact:

Title:

Phone Number: (  )  -  Extension:

Email Address:

Contract Type:  New  Renewal (please provide access code):

## FILEMAKER SUBSCRIPTION SERVICES

	SKU	Annual Price	Qty	Total
Priority Support Service	<input type="checkbox"/> TK444LL/A	US\$899		\$
*Additional Support Contacts <small>*only available with purchase of Priority Support Service</small>	<input type="checkbox"/> TK445LL/A	US\$699		\$
Priority Support Service—purchased with Volume License Agreement, or a Renewal	<input type="checkbox"/> TK446LL/A	US\$719		\$
*Additional Support Contacts <small>*only available with purchase of Priority Support Service when purchased with a Volume License Agreement or Renewal</small>	<input type="checkbox"/> TK447LL/A	US\$559		\$
		Sales Tax		\$
		<b>Total Due</b>		\$

• Payments must be made in U.S. dollars, and are non-refundable.

## METHOD OF PAYMENT

**FileMaker Store Order Number: WOR** Send check with completed order form to: FileMaker, Inc. Priority Support Services 5201 Patrick Henry Drive Santa Clara, CA 95054

**Check** (payable to FileMaker, Inc.) Checks must be in US dollars.

**Purchase Order Number:**

**Credit card:**  MasterCard  Visa  American Express

Credit Card Number:  Exp. Date:  MO  -  YR

Cardholder's Name (print):

Cardholder's Signature:  Date:  MO  -  DAY  -  YR

## PRIVACY POLICY

We'll keep you up to date with FileMaker news, software updates, and the latest FileMaker information on products and services. If you would rather not receive this information, other than FileMaker publications or services to which you have actively subscribed, please check this box

To learn how FileMaker safeguards your personal information, please review the FileMaker Customer Privacy Policy at [www.filemaker.com/legal/notice\\_privacy](http://www.filemaker.com/legal/notice_privacy).

**\*Fax completed order form to: (408) 987-7563 or send to the FileMaker address above. Please allow seven working days processing time.**

Pricing and availability of Priority Support service subject to change without notice. This offer good in the U.S.A. and Canada and direct from FileMaker, Inc. only. Please allow 7 working days processing time after receipt and approval by FileMaker of your form. © 2012 FileMaker, Inc. All Rights Reserved. FileMaker and the file folder are trademarks of FileMaker, Inc., registered in the U.S. All other trademarks are the property of their respective owners.