

# FileMaker Professional Support Services

## Professional Support Features

As a Professional 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 Professional 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. The Professional Support service is subject to the Professional Support Service Terms and Conditions.

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

The start date for the Professional Support Service **will commence 7 working days after receipt and approval by FileMaker of the completed Professional 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.

**You will also receive the following as a Professional Support Customer:**

- You will receive one copy of the FileMaker Solutions Guide, an excellent reference guide with listings of hundreds of registered FileMaker Solution Alliance Members who offer development, consulting and training related to FileMaker software.

## Additional Professional Support Service

As many additional contacts as necessary may be purchased with a Professional Support Service. Each additional contact receives their own unique technical support access code, and FileMaker Solutions Guide.

**Restrictions and usage:**

- Additional contacts must belong to the same organization and share the same organization address as the primary Professional 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. We'll keep you up to date 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 Customer Assistance 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).





## END USER ORGANIZATION INFORMATION

Organization:

Address:

City:  State:  Zip code:   
Province Postal code

Business  K-12  Higher Ed.  FileMaker Solutions Alliance Member

## DESIGNATED END USER CONTACT INFORMATION (Recipient of all mailings)

The start date for the Professional Support Service begins **seven working days** after receipt and approval of this form and payment by FileMaker, Inc..  
 Use of a technical access code is restricted to the designated end user.

Designated Contact:

Title:

Address:

City:  State:  Zip code:   
Province Postal code

Phone Number: (  )  -  Extension:

Email Address:

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

This area to be completed if purchasing Additional Support Contacts. Please refer to Professional Support Service Details page for requirements.

Additional Contact:

Title:

Phone Number: (  )  -  Extension:

Email Address:

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

## FILEMAKER SUBSCRIPTION SERVICES

	SKU	Quantity
Professional Support Service	<input type="checkbox"/> 507081Z	
*Additional Support Contacts <small>*only available with purchase of Professional Support Service</small>	<input type="checkbox"/> 507100Z	
Professional Support Service—purchased with Volume License Agreement, or a Renewal	<input type="checkbox"/> 508100Z	
*Additional Support Contacts <small>*only available with purchase of Professional Support Service when purchased with a Volume License Agreement or Renewal</small>	<input type="checkbox"/> 508102Z	

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

## METHOD OF PAYMENT

### Submission of Form

Send completed order form to:  
 FileMaker, Inc.  
 Professional Support Services  
 PO Box 526  
 Santa Clara, CA 95052

Or Fax completed order form to:  
 408-987-7563

### For FileMaker Use Only

Distributor: \_\_\_\_\_

FileMaker S.O.: \_\_\_\_\_

Distribution P.O.: \_\_\_\_\_

FileMaker S.O.: \_\_\_\_\_

## PRIVACY POLICY

Stay informed. We'll keep you up to date with FileMaker news, software updates, special offers, and related information from FileMaker. If you would rather not receive this information, other than FileMaker publications or services to which you have actively subscribed, please check this box:

We may provide information about related products and services from other companies. If you would rather not receive this information from other companies, please check this box:

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