

## Support Terms

<b>End of Sale (EOS)</b>	The date a software product release stops being sold. We generally support up to two major versions before they are declared EOS (e.g., the current major version and the one before it).
<b>End of Life (EOL)</b>	The date on which a software product reaches its end of life in terms of technical support and product updates. Our EOL cycle generally spans 24 to 30 months. Once a software product reaches EOL, it is not available for download/install, and it is not supported or updated.
<b>Self-Service Support</b>	Self-service support documentation is available on our support portal at <a href="https://support.quark.com">support.quark.com</a> .
<b>Major Release</b>	A new version of software product that includes changes to the architecture and/or delivers significant new features, enhancements to existing features, or performance improvements, as well as error corrections. Quark delivers at least one major release annually.
<b>Feature Release</b>	A superseding release of the current major release that adds to, improves or enhances substantial features, functionalities and capabilities of the current release. Quark delivers feature releases every six months, referred to as semi-annual releases.
<b>Maintenance Release / Bug Fix</b>	An update, upgrade, revision, patch, bug fix, security/vulnerability fix or an improved, upgraded or enhanced version of the software product to which a customer is rightfully entitled by way of a valid maintenance agreement, warranty or other Quark contract.
<b>OS Upgrade Release</b>	A release that addresses compatibility with the latest OS upgrades. Major and maintenance releases address OS upgrade issues.
<b>Legacy Version</b>	A software product that has reached its EOL. No support is available for a legacy version unless stipulated in the maintenance contract or agreed in writing with Quark.
<b>Security Updates</b>	Quark continuously reviews its software products for any security/vulnerability risks and releases updates to manage/mitigate those risks.
<b>Remote Desktop Diagnostics</b>	A customer may request support services via remote computer access. In doing so, they agree to grant Quark Support access to any and all customer systems dependent on Quark products via an external computer controlled by Quark. The sole purpose of this access is to provide support services to the customer.

## Support Entitlements

The following information details Quark's provision of support to an eligible entity ("customer") for the applicable products (each a "product" and collectively "products").

### PROCESS FOR FEATURE REQUEST

If the support request does not qualify as a valid product failure when compared to its associated documentation, then it will be treated as a feature request and may be scheduled for an upcoming product release or as a paid customization delivered through Professional Services.

### TOP PRIORITIES (ISSUES AND BUGS)

Quark manages bug fixes through a patch-management process governed in accordance with our service level agreement (SLA).

## Quark Bug Management

Quark manages bugs through a patch-management process governed in accordance with the below SLA guidelines.

<p><b>Level 1</b> Critical Business Impact</p>	<p>Renders the Quark product inoperable or causes the Quark products to fail catastrophically. All users are impacted.</p>	<p><b>Response Time</b> 3 business hours <b>Target Resolution</b> within 1 business day</p>
<p><b>Level 2</b> Some Business Impact</p>	<p>Severely degraded performance or some important functionality is unavailable, but the product continues to operate although in a restricted fashion. No workaround is available, and some users are impacted.</p>	<p><b>Response Time</b> 8 business hours <b>Target Resolution</b> within 5 business days</p>
<p><b>Level 3</b> Medium Impact</p>	<p>No major impact on the use of Quark products, and short-term workaround is available. Only a few users are affected.</p>	<p><b>Response Time</b> 24 business hours <b>Target Resolution</b> within 10 business days</p>
<p><b>Level 4</b> Low Impact</p>	<p>Standard functionality queries, like how-to questions or requests for product info, and documentation errors.</p>	<p><b>Response Time</b> 72 business hours <b>Target Resolution</b> within 20 business days</p>

## Processing a Support Request Within Defined Resolution Time

- Quark will use commercially reasonable efforts to **diagnose a technical issue and provide a remedy** by eliminating the defect, providing software updates, demonstrating how to avoid the issue, or informing the end user that the issue requires more time to resolve. Despite Quark's exercise of reasonable efforts, we may not be able to resolve some problems, **so a resolution time is not guaranteed**.
- The **processing time begins** when the Quark's Support Team acknowledges **receipt of the support request**. If the support request cannot be resolved within a commercially reasonable timeframe, the support request may be escalated within the Quark Support organization.
- Customer's designated **technical contact must be available to work with Quark Support** while Quark works to resolve the support request.
- The **SLA is applicable only to reported cases occurring within a production environment** and with a case type of an outage, defect, product issue, installation support, product information, how-to or sales question.

## Right to Modify Resolution Times

Quark reserves the right to alter resolution times, with reasonable discretion, and will notify customers in advance if any change to the resolution time will occur.

Customers who have a valid support plan or contract may contact Quark Support at the numbers below:

### UNITED STATES

9 AM – 8 PM EST  
800-676-4575

### GERMANY

8.30 AM – 5.30 PM CEST  
800-180-0101

### UNITED KINGDOM

8:30 AM – 5:30 PM BST  
800-101-7082

### FRANCE

8:30 AM – 5:30 PM CEST  
800-913-457

**QuarkXPress, QuarkXPress CopyDesk & Quark App Publishing Studio Support Plans**

License Type	QuarkXPress Subscription	
Commercial Plans	Students, Academic Institutions, Charities and NGOs	Standard, Government Organization
<b>Product Upgrades</b>		
Major Releases	Yes	Yes
Maintenance Releases	Yes	Yes
<b>Product Support</b>		
Technical Support	No	Yes
Support Hours	NA	18x5
Email/Web Portal Support	No	Yes
Phone	No	Yes
Chat	Sales / Account Queries	Yes
Access to Knowledge Base	Yes	Yes
Multi-Language Support	EN, FR, GE	EN, FR, GE
Remote Desktop Diagnostics	No	Yes
Download and Installation	Yes	Yes
Serial Number and Activation	Yes	Yes

**QuarkXPress, QuarkXPress CopyDesk & Quark App Publishing Studio Support Plans**

License Type	QuarkXPress Perpetual	
Commercial Plans	Without Advantage Plan, Expired Advantage Plan	Active Advantage Plan
<b>Product Upgrades</b>		
Major Releases	No	Yes
Maintenance Releases	Yes	Yes
<b>Product Support</b>		
Technical Support	No	Yes
Support Hours	NA	18x5
Email/Web Portal Support	No	Yes
Phone	No	Yes
Chat	Sales / Account Queries	Yes
Access to Knowledge Base	Yes	Yes
Multi-Language Support	EN, FR, GE	EN, FR, GE
Remote Desktop Diagnostics	No	Yes
Download and Installation	Yes	Yes
Serial Number and Activation	Yes	Yes

**Quark Publishing Platform (QPP) & Quark Docurated Support Plans**

<b>Plan Name</b>	<b>Base Support Plan</b>	<b>Extended Support Plan</b>	<b>Premium Support Plan</b>
<b>Product Upgrades</b>			
Major Releases	Yes	Yes	Yes
Maintenance Releases	Yes	Yes	Yes
Security Updates & Review	Yes	Yes	Yes
Deployments	No	No	Yes
<b>Product Support</b>			
Technical Support	Yes	Yes	Yes
Support Hours	9x5	24x5	24x7
Email/Web Portal Support	Yes	Yes	Yes
Phone	Yes	Yes	Yes
Chat	Yes	Yes	Yes
Access to Knowledge Base	Yes	Yes	Yes
Multi-Language Support	EN, FR, GE	EN, FR, GE	EN, FR, GE
Consultancy for Enhancements & Escalations	No	No	Yes
Remote Desktop Diagnostics	Yes	Yes	Yes

**Supported Versions**

	New/Improved Features	OS Upgrade Release	Bug Fixes	Technical Support	Self-Service Support
<b>Current Version</b>	✓	✓	✓	✓	✓
<b>EOS</b>	✗	✗	✓	✓	✓
<b>EOL</b>	✗	✗	✗	✗	✓





**Supported Versions – QuarkXPress & QuarkXPress CopyDesk**

	Current Version	EOS	EOL
<b>2021</b>	✓	✗	31 July 2023
<b>2020</b>	Previous Version	✗	31 July 2022
<b>2019 or prior</b>	Legacy Version	✓	✓





**Supported Versions – Quark Publishing Platform (QPP)**

	Current Version	EOS	EOL
<b>QPP 15.X</b>	✓	✗	✗
<b>QPP 14.X</b>	Previous Version	✓	1 April 2022
<b>QPP 13.X or prior</b>	Legacy Version	✓	✓

## Supported Versions – QPP NextGen

	Current Version	EOS	EOL
NG 2.X			
NG 1.X	Previous Version		31 July 2022

## Supported Versions – Quark Docurated

	New/Improved Features	OS Upgrade Release	Bug Fixes	Self-Service Support
Latest Version				

## OS Support – QuarkXPress / QuarkXPress CopyDesk

	macOS Supported	Windows OS Supported
2021	macOS 10.14.6 – Mojave macOS 10.15.1 – Catalina macOS 11.0.1 – Big Sur	Windows 8.1 with April 2014 roll-up update (KB2919355) and March 2014 servicing stack update (KB2919442) (64-bit), Windows 10 Version 1803 (64-bit) or later
2020	macOS 10.14.6 – Mojave macOS 10.15.1 – Catalina macOS 11.0.1 – Big Sur	Windows 8.1 with April 2014 roll-up update (KB2919355) and March 2014 servicing stack update (KB2919442) (64-bit), Windows 10 Version 1803 (64-bit) or later
2019	macOS 10.12.6 – Sierra macOS 10.13.6 – High Sierra macOS 10.14.6 – Mojave macOS 10.15.1 – Catalina	Windows 8.1 with April 2014 roll-up update (KB2919355) and March 2014 servicing stack update (KB2919442) (64-bit), Windows 10 Version 1803 (64-bit) or later



## OS Support – Quark App Publishing Studio

### OS COMPATIBILITY

iOS: 13, 14 and 15

Android: 8 and above

### BROWSER SUPPORT

Latest versions of the following browsers:

Google Chrome  
Microsoft Edge  
Safari (Mac)  
Firefox  
Opera

## OS Support – Quark Publishing Platform

	Windows OS Supported	Linux OS Supported
<b>QPP 15.x</b>	Windows Server 2012 R2, 64-bit Windows Server 2016, 64-bit Windows Server 2019, 64-bit	Red Hat Enterprise Linux Server release 7.7 (Maipo)
<b>QPP 14.x</b>	Windows Server 2012 R2, 64-bit Windows Server 2016, 64-bit	Not Supported

## Browser Support – QPP & QPP NextGen (Quark Author)

	Browsers Supported
<b>QPP NextGen</b>	Google Chrome (latest released version) Apple Safari (latest released version)
<b>QPP 15.x</b>	Google Chrome (latest) Apple Safari (latest) Internet Explorer – 10 & 11
<b>QPP 14.x</b>	Google Chrome (latest) Apple Safari (latest) Internet Explorer – 10 & 11

**OS Support – QuarkXPress Server****Windows OS Supported**

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**QuarkXPress Server  
2020 (16.x)**Windows Server 2012 R2 – 64-bit  
Windows Server 2016 – 64-bit  
Windows Server 2019 – 64-bit

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**QuarkXPress Server  
2019 (15.x)**Windows Server 2012 R2 – 64-bit  
Windows Server 2016 – 64-bit**OS Support – Quark XML Author****Windows OS Supported**

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**Quark XML Author 7.x  
(for QPP)**Windows 7 – 32-bit, 64-bit (Enterprise, Professional or Ultimate)  
Windows 8 – 32-bit, 64-bit  
Windows 8.1 – 32-bit, 64-bit  
Windows 10 – 32-bit, 64-bit

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**Quark XML Author 8.x  
(for QPP NextGen)**Windows 8 – 64-bit  
Windows 8.1 – 64-bit  
Windows 10 – 64-bit

## OS Support – Quark Docurated

### OS / BROWSER SUPPORT

Quark Docurated web-based services are supported on the latest version of the following browsers:

**Windows 10:** Latest versions of Chrome, Edge, IE 11

**Mac 10.14 and later:** Latest versions of Safari, Chrome

**iOS 12, 13 or 14:** Latest versions of Safari, Chrome



**Quark**

Quark is the basis for content creation, automation and intelligence. Since 1981, the company has been a pioneer in desktop publishing, digital publishing and content automation. Today, customers rely on Quark for closed-loop content lifecycle management to deliver optimized content to meet their desired use cases – from digital magazines that entertain to documents that demonstrate regulatory compliance. Headquartered in Grand Rapids, Mich., we serve more than 100 enterprise customers and 50,000 users worldwide. Quark. Brilliant content that works. For more information, visit [www.quark.com](http://www.quark.com).

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