

JAMF Software Annual Support Agreement (ASA)

We encourage customers to contact us for assistance and support. Our goal is to provide a high level of customer service, with a four-hour response time to support requests whenever possible.

The Annual Support Agreement includes the following service offerings:

- Email and phone support, as defined below
- Product documentation, including a searchable PDF version of the current product manual
- Access to the product mailing lists, related archives and the JAMF Nation user community
- All product upgrades

Hours of Phone and Email Support

Email and phone support are available Monday-Friday, 7:00 a.m. to 7:00 p.m. Central time, excluding holidays. Holidays shall mean New Year's Day, Memorial Day, Labor Day, Thanksgiving, Thanksgiving Friday, December 24-25.

Email support can be reached at support@jamfsoftware.com.

Phone support can be reached at (612) 216-1296.

Training

JAMF Software offers Certified Casper Administrator (CCA), Certified JSS Administrator (CJA), and Certified Mobile Administrator (CMA) training courses throughout the year, on a schedule determined by JAMF Software.

What is a support incident?

- An incident is a single reproducible issue that focuses on one aspect of the Casper Suite and can be identified by isolating specific symptoms.
- If an incident can be broken down into subordinate issues, each issue will be handled as a separate incident.
- A reproducible incident is any problem that can be re-created on JAMF Software systems.
- An incident may include multiple contacts, including e-mails, phone communication, and any other transfer of information necessary to reproduce the problem at JAMF Support.
- Any issue that is determined to be caused by a software bug or error in documentation will not be considered an incident.

What items are not covered by a support incident?

- Custom coding
- Consulting
- Training

When is an incident resolved?

Once an incident has been identified by JAMF Software, it will be considered resolved when any of the following statements are true:

- Information regarding a reasonable solution has been provided
- Information regarding a reasonable workaround has been provided
- Information that the issue is resolved by upgrading to a newer release of the product in question has been provided
- Information that isolates the issue to a third-party product has been provided
- JAMF Software determines the incident is an enhancement request