

Support Terms

Annual Security Questionnaire	Quark will use a questionnaire to support your internal security review once a year.
Access to a Customer Support Lead	Customers will have access to a Quark customer support lead (CSL). This CSL is not guaranteed to be the same person every time.
Dedicated Customer Support Lead	Customers will always interact with the same CSL.
End of Sale (EOS)	The date a software product release stops being sold. We support up to two major versions before they are declared EOS (the current major version and the one before it).
End of Life (EOL)	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. We support up to two major versions before they are declared EOL (the current major version and the one before it). Once a software product reaches EOL, it is not available for download/install, and is not supported or updated.
Self-Service Support	Self-service support documentation is available on our support portal at support.quark.com .
Major Release	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.
Feature Release	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.
Maintenance Release / Bug Fix	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.
OS Upgrade Release	A release that addresses compatibility with the latest OS upgrades. Major and maintenance releases address OS upgrade issues.

Support Terms

Legacy Version

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.

Leadership Council Membership

This relates to membership of our Customer Leadership Council (CLC). The CLC gives our most important enterprise customers the chance to openly discuss the software with other users, gain new ideas for use cases and provide suggestions on future product innovation. Meetings are held throughout the year virtually.

Security Updates

Quark continuously reviews its software products for any security/vulnerability risks and releases updates to manage/mitigate those risks.

Remote Desktop Diagnostics

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.

Technical Support

Technical Support includes troubleshooting of technical issues and provide resolution/possible workaround to the end user with case type of an outage, defect, product issue, installation support, product information, how to or sales question.

User Group Membership

Access to our online user group where customers can interact with Quark on a daily basis, raise and vote on ideas, and provide product feedback.

3-Strike Policy

Our 3-strike policy applies on **Pending** or **Resolved** cases where our status is marked as **With Customer**, meaning we are still waiting on a response or a confirmation from the customer that the case has been resolved. The Quark support team shall make three attempts to contact the customer by phone or email within the designated **Case Closure Policy** timeframe before closing the case.

With Customer status

For **Pending** cases where we are still waiting to receive requested information from the customer, stopping us from taking the case to **Resolved**.

With Customer - On Hold status

For **Pending** cases where the customer is unable to share the requested information within 3 business days.

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 (Case) 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.

Quark Support Case Management

Quark manages cases through a Maintenance Release process governed in accordance with the below SLA

<p>Level 1 Critical Business Impact</p>	<p>Renders the Quark product inoperable or causes the Quark products to fail catastrophically. All users are impacted.</p>	<p>Response Time 3 business hours</p> <p>Target Resolution within 1 business day</p> <p>RCA Analysis within 10 business days of resolution of case</p>
<p>Level 2 Major 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>Response Time 2 business days</p> <p>Target Resolution within 10 business days</p> <p>*RCA Analysis within 20 business days of resolution of case</p>
<p>Level 3 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>Response Time 5 business days</p> <p>Target Resolution within 30 business days</p>
<p>Level 4 Low Impact</p>	<p>Standard functionality queries, like how-to questions or requests for product info, and documentation errors.</p>	<p>Response Time 10 business days</p> <p>Target Resolution within 90 business days</p>

*Only when RCA is requested

Processing 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.

Case Closure Policy

- **With Customer or Resolved** status
The Quark support team shall apply the **With Customer 3-Strike Policy** for closing cases. They shall make three attempts to contact the customer by phone or email at one business day, two business days and three business days from when the last contact was made. After this, the case would be closed. The customer may request to place the case into the **With Customer – On Hold** status if their end user is unable to reply
- **With Customer – On Hold** status
The maximum duration of keeping the case under the status **With Customer on Hold** is shown in the table below, after which the Quark support team would move the case to **Closed**.

Severity	Time Duration
Level 1	1 business day
Level 2	10 business days
Level 3	30 business days
Level 4	90 business days

- **Closed status**
The case remains **Closed**, unless the customer wishes to re-open it. The Quark support team would create a new case if this need arose, taking reference from the previous case.

Technical Support Exclusions

- Altered, damaged or Modified Quark Products
- Errors caused by End User's negligence, hardware malfunction or other causes beyond the reasonable control of Quark.
- Quark Products installed in a hardware or operating environment not supported by Quark.
or
- Third-party software or components not licensed through or approved by Quark.
- Custom Applications. Assistance in the development of custom applications for and/or from Quark Products is not included in the Maintenance Services.
- Designated Employees. Only employees of End User designated as Support Representatives may contact Quark for the provision of the Maintenance Services. When setting up its account on the Support Portal and from time to time thereafter, Customer shall designate a limited number of qualified employees to serve as Support Representatives. Exceptions may be made in the case of an emergency.
- End User Equipment. End User is responsible for the provision and maintenance of all equipment, hardware, telephone lines, communications or technology interfaces needed to operate the Quark Products and for Quark to provide the Maintenance Services.

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 occurs.

Customers who have a valid support plan or contract may contact Quark Support at <https://www.quark.com/contact> or call 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
0808-101-7082

FRANCE

8:30 AM – 5: 30 PM CEST
800-913-457

INDIA

10:00 AM – 7: 00 PM IST
000800-050-2361

QuarkXPress, QuarkXPress CopyDesk & Quark App Publishing Studio Support Plans

License Type	QuarkXPress Subscription
Commercial Plans	Support Entitlement
Product Upgrades	
Major Releases	Yes
Maintenance Releases	Yes
Product Support	
Technical Support	Yes
Support Hours	18x5
Email/Web Portal Support	Yes
Phone	Yes
Chat	Yes
Access to Knowledge Base	Yes
Multi-Language Support	EN, FR, GE
Remote Desktop Diagnostics	Yes
Download and Installation	Yes
Serial Number and Activation	Yes

QuarkXPress, QuarkXPress CopyDesk & Quark App Publishing Studio Support Plans

License Type	QuarkXPress Perpetual	
Commercial Plans	Inactive Maintenance & Support Plan	Active Maintenance & Support Plan
Product Upgrades		
Major Releases	No	Yes
Maintenance Releases	Yes	Yes
Product Support		
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

Plan Name	Base Support Plan	Extended Support Plan	Premium Support Plan
Product Upgrades			
Major Releases	Yes	Yes	Yes
Maintenance Releases	Yes	Yes	Yes
Security Updates & Review	Yes	Yes	Yes
Deployments	No	No	Yes
Product Support			
Technical Support	Yes	Yes	Yes
Support Hours	9x5	24x5	24x7
Phone/Chat/E-mail & Web Portal	Yes	Yes	Yes
Access to Knowledge Base	Yes	Yes	Yes
Multi-Language Support (EN, FR, GE)	EN, FR, GE	EN, FR, GE	EN, FR, GE
Consultancy for Enhancements & Escalations	No	No	Yes
Membership	User Group Membership	User Group Membership	Leadership Council Membership
Access to CSL	Access	Dedicated	Dedicated
CSL Touchpoints	Quarterly	Monthly	Bi-Weekly
Roadmap Updates with PM	No	No	Yes
Annual Security Questionnaire Response	No	No	Yes
Pager During Weekends	No	No	Yes

Supported Versions

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







Supported Versions – QuarkXPress & QuarkXPress CopyDesk

	Current Version	EOS	EOL
2023	✓	✗	30 Nov 2025
2022	Previous Version	✗	30 Nov 2024
2021 or prior	Legacy Version	✓	✓ (Since Nov 2022)

Supported Versions – Quark Publishing Platform (QPP)

	Current Version	EOS	EOL
QPP 16.X	✓	✗	✗
QPP 15.X	Previous Version	✓	31 Dec 2024
QPP 14.X or Prior	Legacy Version	✓	✓





Supported Versions – QPP NextGen

	Current Version	EOS	EOL
NG 3.X			
NG 2.X	Previous Version		31 Mar 2024
NG 1.X	Legacy Version		

Supported Versions – Quark XML Author

	QXA Standalone	QXA for QPP Nextgen	QXA for QPP v15 & v16
QXA 9.x	Current Version	Current Version	Not Supported
QXA 8.x	Previous Version (EOL 31 Mar 2024)	Previous Version (EOL 31 Mar 2024)	Not Supported
QXA 7.x	EOL	EOL	Current Version

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
2023	macOS 13.x (Ventura) macOS 12.x (Monterey) macOS 11.x (Big Sur)	Windows 11 Version 21H2 (64 bit) or later, Windows 10 Version 21H1 (64 bit) or later, Microsoft Windows 8.1 with April 2014 update rollup update (KB2919355), and March 2014 servicing stack update (KB2919442) (64 bit)
2022	macOS 12.4 (Monterey) 11.x (Big Sur) 10.15.x (Catalina)	Windows 11 Version 21H2 (64 bit) or later, Windows 10 Version 21H1 (64 bit) or later, Microsoft Windows 8.1 with April 2014 update rollup update (KB2919355), and March 2014 servicing stack update (KB2919442) (64 bit)
2021	macOS 12.0.1 (Monterey) 11.6.1 (Big Sur) 10.15.7 (Catalina)	Windows 11 Version 21H2 (64 bit) or later, Windows 10 Version 21H1 (64 bit) or later, Microsoft Windows 8.1 with April 2014 update rollup update (KB2919355), and March 2014 servicing stack update (KB2919442) (64 bit)

OS Support – Quark App Publishing Studio

OS COMPATIBILITY

iOS: 13, 14, 15 and 16

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
QPP 16.x	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)
QPP 15.x	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)

Browser Support – QPP & QPP NextGen (Quark Author)

	Browsers Supported
QPP NextGen	Google Chrome (latest released version) Apple Safari (latest released version)
QPP 15.x and QPP 16.x	Google Chrome (latest) Apple Safari (latest) Internet Explorer – 10 & 11

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

**QuarkXPress
Server 18.x (2022)**

Windows Server 2012 R2, 64-bit
Windows Server 2016, 64-bit
Windows Server 2019, 64-bit

**QuarkXPress
Server 16.x (2020)**

Windows Server 2012 R2, 64-bit
Windows Server 2016, 64-bit
Windows Server 2019, 64-bit

OS Support – Quark XML Author**Windows OS Supported**

**Quark XML Author 9.x
(For QPP NextGen 3.x)**

Windows 8 – 64-bit
Windows 8.1 – 64-bit
Windows 10 – 64-bit

**Quark XML Author 8.x
(For QPP NextGen 2.x)**

Windows 8 – 64-bit
Windows 8.1 – 64-bit
Windows 10 – 64-bit

**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

MS Office Word Support – Quark XML Author

	MS Office Word Supported
Quark XML Author 9.x (For QPP NextGen 3.x)	Microsoft Office Word 2016 64-bit, Professional Edition (Semi-Annual Channel: Version 1602, Build 6741.2071, released on September 13, 2016, or later) Microsoft Office 365 64-bit
Quark XML Author 8.x (For QPP NextGen 2.x)	Microsoft Office Word 2016 64-bit, Professional Edition (Semi-Annual Channel: Version 1602, Build 6741.2071, released on September 13, 2016, or later) Microsoft Office 365 64-bit
Quark XML Author 7.x (For QPP)	Microsoft Office Word 2010 32-bit, Professional Edition Microsoft Office Word 2013 32-bit, Professional Edition (Build 4849.1000 or later) Microsoft Office Word 2016 32-bit, Professional Edition (Semi-annual Channel: Version 1602, Build 6741.2071, released on September 13, 2016, or later) Microsoft Office Word 2016 64-bit, Professional Edition (Semi-annual Channel: Version 1602, Build 6741.2071, released on September 13, 2016, or later) Microsoft Office 365 ProPlus (Semi-annual Channel: Version 1701, Build 7766.2092, released on June 13, 2017 or later)

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 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 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.

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