



Support Service Description for Parallels Remote Application Server

- Parallels Remote Application Server

We provide phone, email and remote support **24 hours a day, 7 days a week, 365 days a year**.

Our global support staff have years of experience supporting virtual infrastructure products in real-world customer environments. We are committed to delivering the best support service experience.

- Global support, no region boundaries
- Unlimited number of support requests
- Fast response times for critical issues
- Online access to documentation and technical resources, knowledge base articles, and forums on our [Support page](#)
- Phone and email support in English only or using automatic translation tools.
- Products supported as per [Lifecycle Announcement](#)

Lifecycle Announcement

Find further information about the Lifecycle Announcement for Parallels Products [here](#)

The Scope of Support

Please check the **scope of support** for Remote Application Server [here](#).

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