Support Service Description for Parallels Mac Management

- Parallels Device Management

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 deliver 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 and forums on our Support page
- Phone and email support in English only

Lifecycle announcement

Further information about the Lifecycle Announcement for Parallels Products here

The Scope of Support

Please check the **Scope of support** for Parallels Mac Management here.

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