

Avid Support Plans for Media Composer

A standard Avid Support plan is now included with all Media Composer subscriptions and purchases. If your support needs are more demanding, you can upgrade to Elite support for an additional cost, either as a monthly subscription plan or an annual one.

If you have an existing Avid Support contract, it will continue to be honored until it expires. At that time, you can choose the new support option that best suits your needs.

Media Composer Offerings	Included Support	Response Time
Standard Avid Support*		
Monthly/annual subscription Standard support included either month-to-month or annually Media Composer perpetual license Standard support included the first year; plan may be renewed for \$299/year thereafter	Billing and admin cases Unlimited	Within 24 hours
	Software updates and upgrades Included	Available upon release
	Troubleshooting—web/email support Unlimited incidents	Within 24 hours
	Troubleshooting—phone One phone call per month	Within 4 hours
	Self-help access <ul style="list-style-type: none"> ▪ Video library ▪ Knowledge Base ▪ Avid Forums and other community pages 	Immediate
Add Options to Standard Support		
	Hardware Coverage + \$200/year (may be added to annual subscription or perpetual license purchase and includes advance replacement for non-working hardware)	Two-business-day ship
	Avid Support Code (ASC) + \$40/case (provides additional per-incident phone support for one troubleshooting case)	Within 4 hours
Upgrade to Elite Support		
Monthly/annual subscription + \$30/month Media Composer perpetual license + \$400/year	Get everything in standard support, plus...	
	Troubleshooting <ul style="list-style-type: none"> ▪ Unlimited phone and web/email incidents ▪ Priority phone support ▪ Code Blue escalation support 	Within 1 hour
	Hardware Coverage Included	Next-day ship
Additional Support Options (no Avid Support plan required)		
	Avid Support Code (ASC) \$40/case (provides per-incident phone support for one troubleshooting case)	Within 4 hours
	Extended Hardware Coverage \$499/year (includes advance replacement for non-working hardware at no additional cost)	Next-business-day ship

* Standard Avid Support plan coverage is the same whether you choose to subscribe to Media Composer or purchase the software outright (perpetual license). Please note that support plan coverage expires after the first year for Media Composer (perpetual license) owners unless renewed annually.

1. Month-to-month subscriptions may be cancelled at any time without penalty. Annual plans may not be terminated early (no refunds will be honored).
2. Get one year of standard Avid Support, which includes software upgrades/updates, when you buy Media Composer (perpetual license). After one year, you can renew your Avid Support plan annually for just \$299 to continue receiving updates/upgrades and support. If you decide not to renew your plan, you can still continue using Media Composer (you own it) at the last version update received. However, should you decide to upgrade your software later on, you will need to purchase a new perpetual license (\$1,299) again, or you can choose to start a subscription.
3. Media Composer (perpetual license) is available for purchase from Avid and Avid resellers for \$1,299 and includes one full year of standard Avid Support.

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