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# Welcome to the MacCaption & CaptionMaker Premium Support program!

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Our experienced support team is just an email away. With priority response time, you'll get the help you need quickly. Starting today, you'll receive:

Services	Premium Support
Telephone Support	✓
Priority Email Support	✓
Software Upgrades	Free
Knowledge Base	✓



*Our goal is to provide you with a response time within 8 hours.*

## Important details about our program:

- Our support team is available Monday–Friday 9am–7pm US Eastern Time excluding U.S. Federal holidays.
- You'll receive all the benefits of this program for the next year, for each product license covered under this agreement.
- When you have successfully upgraded the latest version of software, please contact support and we will issue your updated license.

## Here are some of the ways you can get support:

- Visit our [support website](#)
- Browse our [Knowledge Base](#)
- Submit a [Technical Support Request](#)