

# When does my support & maintenance subscription start?

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 5.65K  0

You can find the details about the support and maintenance period of PHPKB knowledge base software below:

- **New License:** Your 12-month free software support & maintenance period will commence from the date of payment confirmation.
- **Upgrade:** Your 12-month software support & maintenance will commence from the date of payment confirmation and replaces any active software maintenance of the upgraded license.
- **Support & Maintenance Renewal:** Your 12-month support & maintenance will commence from the expiration date of the previous maintenance period, regardless of when the maintenance renewal was purchased.

Online URL: <https://www.phpkb.com/kb/article/when-does-my-support-maintenance-subscription-start-14.html>

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