

SUPPORT POLICY

The following document states the official support policy which applies to registered copies of Activity Monitor 1.1.

1- Registered users will receive a phone number, a FAX number and a CompuServe address to reach author as part of their registration package. (Un-registered users will get sufficient support to get the Activity Monitor 1.1 up and running on their system, in order to ensure proper evaluation of the program, as long as support requests are made by CompuServe Mail.)

2- Support by FAX is free for a three month period following the registration of the product; long distance phone calls will be charged to the customer. After the 3 month period, a fee of \$5, plus communication charges if any, will apply to any support call. Support via CompuServe Mail is free at all times.

3- Author will do all he can to solve problems registered users may encounter. If a solution cannot be found within a reasonable time frame, author will, at his discretion, reimburse the registered user for the registration fee of the product.

4- If one or more updates of the registered program become available within the three month period, one copy of each such update will be sent upon customer's request to the customer free of charge (The customer is not charged either for the update, or for shipping and handling). If the product should contain a severe bug, updates will be sent automatically to all registered users, without the need for the customers to request the bug fix update.