

CREATOR²

Technical Support

Multi-Ad Services, Inc. would like to introduce you to a collection of fee-based and complimentary technical support options which will begin on May 17, 1999. We have found that offering you solutions based on your individual needs will allow you to receive exceptional technical support, regardless of your budget. In addition to the contracts and paid alternatives, we will continue to provide you with the following free alternatives once you register your software:

- *Free* 90-day complimentary support [available after the initial call]
- *Free* Tech Notes available online — downloadable in PDF format
- *Free* E-mail response
- *Free* comprehensive FAQs available online at <http://www.creator2.com>

Fee-Based Support

Pay Per Issue:

\$25/issue to be paid in advance by credit card. Upon your call to our Technical Support Hotline [309-690-5849], you will be asked for a valid VISA or MasterCard to be recorded in your file. When you call for support, your concerns and status will be reviewed with you. Upon your approval, all support fees will be charged prior to continuing the call.

Multiple Issue Contract:

Creator or Creator2 — \$199 per copy [All copies must be paid for and registered.]
Number of Issues: 10 — no expiration date.
Hours of Operation: 7:00 a.m. – 7:00 p.m. CST, M – F
Phone Number: (309) 690-5849

Unlimited Issue Contract:

Creator or Creator2 — \$1,490 for the first ten copies, \$149 for each additional copy [All copies must be paid for and registered.]
Number of Issues per year: Unlimited
Hours of Operation: On-site, 7:00 a.m. – 7:00 p.m. CST, M – F
Phone Number: (309) 690-5849
Priority Routing

tech support: 309-690-5849



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<http://www.creator2.com>

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