Note You are now in Lotus Customer Support Help.

Lotus offers a number of support services to provide you with answers to your questions about 1-2-3 Release 4.

If you haven't been able to find the answer to your question in the books, Help, or README.TXT, please contact the support service that is most appropriate to your needs.

For information on services offered in the United States and Canada, select the cross-references that follow.

Automated Support Services
Extended Support Programs
Support for the Hearing Impaired
CompuServe

To return to main Help for 1-2-3 Release 4, select the following cross-reference, or choose Back or History to return to another Help topic.

1-2-3 Release 4 Help Contents

Lotus provides free automated support 24 hours a day, 7 days a week for users with touch-tone phones or modems.

Interactive Voice Support and Lotus Fax Support

From a touch-tone phone, you may access Interactive Voice Support and Lotus Fax Support by calling

In the United States	(617) 253-9150
In Canada	(416) 364-5667

Interactive Voice Support lets you choose from a menu of support topics to hear recorded information on

- Commonly asked technical support questions
- Upgrade information
- Product descriptions and specifications

All information that you listen to is available in a follow-up fax. Also, Lotus Fax Support provides access to a catalog of technical bulletins from which you may select items to be faxed to you.

Remote Automated Support

Using Remote Automated Support, you can download technical information, drivers, demonstration programs, templates, and other items directly to your PC from Lotus's technical support library. To do so, you will need a PC with terminal emulation software and a modem.

Call the phone number below that corresponds to the baud rate of your modem:

Country	Baud rate	Phone number
United States	1200 or 2400	(617) 693-7000
United States	9600	(617) 693-7001
Canada	1200, 2400, or 9600	(416) 364-4941

Lotus offers Extended Support Programs that provide direct telephone access to Lotus technical support specialists.

In order to best help you, the technical support specialist answering your call will need certain information. Please do the following before you call:

- Be at your computer.
- If you are encountering a problem, write down what you were doing when the problem occurred, listing the steps you followed prior to the problem occurring.
- Write down the exact text of any error messages that were displayed on your screen.
- Be able to describe your question or problem in detail.
- If your problem pertains to printing and your printer is working, have a sample printout available.

Lotus Prompt Support

The Lotus Prompt Support Program provides personal, toll-free access to technical support specialists. To access Lotus Prompt, you will need your unique Lotus PROMPT ID number, which is on the Lotus Customer Support card contained in your package.

To use Lotus Prompt, call

| In the United States | 1-800-386-8600 |
| In Canada | 1-800-265-6887 |

Each time you call, you will be asked for your PROMPT ID number.

The first 90 days of Lotus Prompt support are free to registered users. Your membership in the Lotus Prompt support program begins with your first call. After your 90 days of free support has expired, you may continue to receive personal support by purchasing a one year support contract for Lotus Prompt.

For more information on the Lotus Prompt Support Program and corporate support programs, call

| In the United States | 1-800-553-4270 |
| In Canada | 1-800-265-6887 |

900# Telephone Support

900# Telephone Support provides access to Lotus technical support specialists for those individuals that prefer a "pay as you go" option. A charge of $2.00 per minute after the first minute of your call will be reflected on your regular monthly telephone bill.

To use the 900# Telephone Support, call 1-900-454-9009.

This service is not available in Canada.

You can contact Lotus Customer Support with a TTY/TDD (Telecommunications Device for the Deaf) by calling

In the United States   1-800-457-0909

In Canada   1-800-563-1109

The Lotus Forum on CompuServe provides you with a world of information on Lotus products.

Simply enter **GO Lotus** at any ! prompt.

As a preferred Lotus customer, you may become a CompuServe member free by calling 1-800-848-8199 and asking for representative #226.

If you call from outside the United States and Canada, call (614) 457-0802.