Technical Support Policy

This policy replaces any previously published policies.

MySoftware is committed to providing customers with excellent technical support, and we have trained representatives available to address questions and product issues. Email Technical Support is available for an additional fee. Since MySoftware's goal is to provide powerful, low-cost software solutions, we have chosen <u>not</u> to include technical support costs in the price of our software. Yet, we are happy to provide this service to those customers looking for additional assistance.

RECOMMENDED STEPS BEFORE CONTACTING TECHNICAL SUPPORT - Look in the online help (open the **Help** menu and choose **Help Topics**) or check the Frequently Asked Questions in the Support section of the MySoftware Web site (http://www.mysoftware.com) for answers to your questions. Both the online help and the Web site have information, such as helpful hints and last minute updates.

TECHNICAL SUPPORT POLICY - Email Technical Support is available on a pay-per-incident basis. An incident is a single question or problem, regardless of how many contacts it takes to resolve. If you have additional questions or problems that are unrelated to the initial issue, these will be regarded as separate incidents and will be charged separately. Current support pricing is available in the Support section of the MySoftware Web site (http://www.mysoftware.com).

CONTACTING TECHNICAL SUPPORT - If you cannot find the answers to your questions in the online help or the manual, email technical support is available through our Web site.

The first step for receiving technical support is to go to the MySoftware Web site at http://www.mysoftware.com.

Use this information resource to:

- Get answers to Frequently Asked Questions (FAQs).

- Download software patches.

- Get updated product information.

If you don't find the answers to your questions on the Web site, you can submit a technical support request.

Click the Support link on http://www.mysoftware.com, then follow the instructions for submitting a technical support request.

This policy is subject to change without notice. Support services will be provided according to the prices, terms, and conditions in place at the time the services are used.