

Tech Data Contacts



Tech Data Services

Configuration and Assembly

Configuration and Assembly Services..... 800-237-8931
Configurations Desk FAX # 813-532-8010

Credit

Credit..... 800-237-8931 x71700
Credit Department (direct) 800-553-7921
Credit Card Dept..... 800-237-8931 x71703
Credit-New Accounts..... 800-237-8931 x71700
Credit FAX 813-538-7087

Customer Service

Tech Data Customer Service 800-553-7976
Tech Data Elect Customer Service 800-436-5390
Tech Data Customer Service FAX..... 813-538-7830
RMA FAX Line 813-538-7830
Returns:..... Tech Data
..... 5100 Liberty Way
..... Ft. Worth, TX 76178
..... (include RMA Number)

Education

Education Department..... 800-834-8764
Course Schedules (TechFAX) 813-538-7876
Tech Data Locations..... Document #002000
*(Dallas TX., Atlanta GA, Boston MA., Clearwater & Miami FL.,
Orange County & Santa Clara CA., Chicago, IL., Mt. Laurel, NJ)*
Tech Data Partnership Locations Document #002001

Electronic Commerce

Electronic Commerce Support 800-222-7926
Electronic Services Support..... 800-222-7926
Bulletin Board 813-538-7090
Bulletin Board Helpline 800-237-8931 x66801
TechFAX 813-538-7876
Web address..... www.techdata.com

Technical Support (FREE)

Hardware, software & networking 800-237-8931
Imaging & Document Management
Pre-sales 800-237-8931 x77564
Post-sales 800-436-5308
Apple Support..... 800-622-7693
Apple (9:30 a.m. - 6:30 p.m. EST) 800-237-8931 x84622 Opt. #1
AST 800-237-8931 x82000 Opt. #1
Compaq CPG (Networking) 800-237-8931 x77449 Opt. #1,3
Compaq Servers & Professional
Workstations (8:30 a.m. - 7:00 p.m. EST)..... 800-237-8931 x77449 Opt. #1,1
Hewlett Packard 800-237-8931 x75131 Opt. #1
IBM Systems 800-237-8931 x74426 Opt. #1,1
IBM Networking 800-237-8931 x74426 Opt. #1,2
Support provided 8 AM to 9 PM EST Monday through Friday.
Messages can be left 24 hours a day, 7 days a week.

Tech Data Contacts (continued)



Technical Support (Fee-based, "900" Support)

Non-Networking 900-776-2637
Networking 900-454-1002
SMARTSupport Program Information 800-237-8931 x85454
SMARTSupport Tech Fax 813-538-7876 document #001215

TechniCall-Software Application Support Cards

Channel Representative 800-808-3656

Tech Data Reseller Programs

Tech Data Elect Administration

e-mail: tdelect@techdata.com
Telephone: 888-353-2883
Internet: www.techdata.com

Elect Sales

Personalized Sales Support 800-237-8931
Apple Sales Support (MAC Power Hotline) 800-622-7693
Imaging and Document Management 800-436-5381, Option 1
Workstation and Distributed
Enterprise Solutions 800-436-5381, Option 2
Computer Telephony Integration /
High Speed Networking 800-436-5381, Option 3
Internet / Intranet 800-436-5381, Option 4
Vendor Authorization Desk 800-322-7959

VAR Partner Program

Channel Representative 800-237-8931 x83650

Government Sales & Services Program

Government Business Development 800-237-8931 x78234
Government Fax 813-532-8033

Retail & Direct Reseller Partner Program

Channel Representative 800-436-5345, Option 2

Latin America/Caribbean Partner Program

Channel Representative 800-237-8931 x88168
Latin America/Caribbean Fax 813-532-7010

OEM Partner Program

OEM Channel Services 800-237-8931 x7OEM1

Workflow Imaging Document Management (WIDM)

Channel Sales & Service 800-436-5381, Option 1

Workstation and Distributed Enterprise Solutions

Channel Sales & Service 800-436-5381, Option 2

Computer Telephony Integration / High Speed Networking

Channel Sales & Service 800-436-5381, Option 3

Internet / Intranet

Channel Sales & Service 800-436-5381, Option 4

Private Label Delivery

Administrator 800-237-8931 x87497