Stac

Service and Support

Do you have any problems using ReachOut®? Use any of these support services to get answers quickly.

Support Available Automatically

Stac StartUp Service

Stac provides 60 days of free StartUp service with all software products. StartUp service is designed to help you during the initial installation and configuration of your software.

Hours Available
Stac's StartUp telephone service is available from 8:00 AM to 5:00 PM Pacific Time, Monday through Friday. Stac's electronic services are available 24 hours a day, 7 days a week.

Telephone Service:
USA: 619.794.3700   UK: (+44) 0171 341 5514
Germany: (+49) 069 66 568 512 France: (+33) 01 692 4928
Australia: (+61) 02 9427 9640   Netherlands: (+31) 020 581 37 19

You can receive direct assistance from Stac Service and Support anytime during your 60 day StartUp period. Your StartUp period begins after your first contact with Stac Service and Support. All unused StartUp service expires 90 days after the release of a new version of your software. To receive StartUp service you must register your Stac product and supply your product serial number when contacting the Service and Support group.

Stac Internet Services

Stac Web Site
The Stac Web site service lets you read and save frequently asked questions (FAQs) and libraries of technical documents; you can also access file updates. Type **http://www.stac.com** from any Internet browser.

Stac Download
The Stac Download service lets you access technical documents and product information as well as file updates. Modem settings are N-8-1 at speeds up to 14,400 baud. To access this service in the USA, call **619.794.3711**. In Europe (French, German, and English), call **(+44) 1344 483 573**. Supports 300-28,800 baud with V.32 and V.42bis.

Stac Fax (USA Only)

The Stac Fax service provides unlimited access to Stac's automated fax system. The Stac Fax system delivers technical information on Stac products directly to your fax machine. To access this service in the USA, call **619.794.3710**.

Support Available At Cost

Stac OnDemand Services

OnDemand service provides fast access to Stac's Service and Support group. Choose from two types of OnDemand service, either *Per-Minute* for quick questions and configuration help or *Per-Incident* for the convenience of toll free 800 number access and extended service hours. Each software problem is a single incident.

OnDemand Per-Minute (USA Only)
The OnDemand Per-Minute service is available from 8:00 AM to 5:00 PM Pacific Time, Monday through Friday. The cost is $2.95 per minute. Charges are applied directly to your telephone bill. To access this service in the USA, call **900.555.7822**.

OnDemand Per-Incident
The OnDemand Per-Incident service is available from 6:00 AM to 6:00 PM Pacific Time, Monday through Friday. Service is available in single incidents. Please call for pricing. Charges are billed through either Visa, Mastercard, or American Express. To access this service in the USA and Canada, call **800.305.7822**. To access this service from outside the USA and Canada, call **619.794.3705**.

Stac SupportPlus Service

The SupportPlus service provides a full year of support for your Stac software product. Features include fast unlimited access to Stac Service and Support via a toll free 800 number along with extended hours of operation. The SupportPlus service is available from 6:00 AM to 6:00 PM Pacific Time, Monday through Friday. Please call for pricing. To access this service in the USA and Canada, call **800.305.7822**. To access this service from outside the USA and Canada, call **619.794.3705**.

Stac Premier Services

Stac provides Premier level service for site license customers or those who require an unlimited amount of service and top priority access to Stac's most experienced service personnel. Premier service is available on an annual basis. See Stac's web site or contact Stac for details.

Stac by Mail

Stac, Inc.
12636 High Bluff Drive
San Diego, CA 92130-2093

Stac, Inc., UK, Ltd.
Unit 7, Bracknell Beeches
Old Bracknell Lane
Bracknell, Berkshire RG127BW England

Note: Stac's support services are subject to the terms and conditions in effect for each service in each country at the time you use the service. Service offerings are subject to change without notice.