

Sheet1

COLSECTOR,C,15	ROW_199COMPANY,C,50	YEARFOUN
1 Software	2.00000 Adobe Systems Inc.	1982.00000
2 Software	3.00000 Aldus Corp.	1984.00000
3 Software	4.00000 Alpha Software Corp.	1982.00000
4 Software	5.00000 American Small Business Computers Inc.	1981.00000
5 Software	6.00000 Autodesk Inc	1982.00000
6 Software	7.00000 BestWare Inc.	1982.00000
7 Software	8.00000 Bitstream Inc.	1981.00000
8 Software	9.00000 Borland International Inc	1983.00000
9 Software	10.00000 Caere Corp	1976.00000
10 Software	11.00000 Cheyenne Software Inc.	1983.00000
11 Software	12.00000 Claris Corp.	1987.00000
12 Software	13.00000 Computer Associates International Inc.	1976.00000
13 Software	14.00000 Concentric Data Systems Inc.	1979.00000
14 Software	15.00000 Corel Corp.	1985.00000
15 Software	16.00000 CYMA Systems Inc.	1980.00000
16 Software	17.00000 Data Access Corp.	1976.00000
17 Software	18.00000 DataEase International Inc	1982.00000
18 Software	19.00000 Datastorm Technologies	1985.00000
19 Software	20.00000 DeltaPoint Inc.	1989.00000
20 Software	21.00000 Eagle Point Corp.	1983.00000
21 Software	22.00000 FutureSoft Engineering Inc.	1982.00000
22 Software	23.00000 IBM Corp. (Personal Software Products)	1993.00000
23 Software	24.00000 Individual Software Inc.	1981.00000
24 Software	25.00000 International Microcomputer Software Inc	1980.00000
25 Software	26.00000 Intuit Inc.	1983.00000
26 Software	27.00000 Jandel Scientific	1982.00000
27 Software	28.00000 JetForm Corp.	1982.00000
28 Software	29.00000 KnowledgeWare Inc.	1979.00000
29 Software	30.00000 The Learning Company	1979.00000
30 Software	31.00000 Lotus Development Corp.	1982.00000
31 Software	32.00000 MapInfo Corp.	1986.00000
32 Software	33.00000 MathSoft Inc.	1984.00000
33 Software	34.00000 McAfee Inc.	1989.00000
34 Software	35.00000 MECA Software Inc.	1987.00000
35 Software	36.00000 Micrografx Inc.	1982.00000
36 Software	37.00000 Microrim Inc.	1981.00000
37 Software	38.00000 Microsoft Corp.	1975.00000
38 Software	39.00000 Palindrome Corp.	1987.00000
39 Software	40.00000 Parsons Technology Inc.	1984.00000
40 Software	41.00000 Peachtree Software	1975.00000
41 Software	42.00000 Persoft Inc.	1982.00000
42 Software	43.00000 Phoenix Technologies Ltd.	1979.00000
43 Software	44.00000 Pinnacle Publishing Inc.	1986.00000
44 Software	45.00000 Primavera Systems Inc.	1983.00000
45 Software	46.00000 Quarterdeck Office Systems Inc.	1981.00000
46 Software	47.00000 Reality Technologies Inc.	1986.00000
47 Software	48.00000 RealWorld Corp.	1980.00000
48 Software	49.00000 Recognition International Inc., Software Division	1961.00000

Sheet1

49 Software	50.00000 The Santa Cruz Operation Inc.	1979.00000
50 Software	51.00000 SBT Accounting Systems	1981.00000
51 Software	52.00000 Software Publishing Corp.	1980.00000
52 Software	53.00000 Stac Electronics Inc.	1983.00000
53 Software	54.00000 State Of The Art Inc.	1981.00000
54 Software	55.00000 Swfte International Ltd.	1983.00000
55 Software	56.00000 Symantec Corp.	1982.00000
56 Software	57.00000 TimeWorks International Inc.	1982.00000
57 Software	58.00000 T/Maker Co.	1979.00000
58 Software	59.00000 TouchStone Software Corp.	1982.00000
59 Software	60.00000 Traveling Software Inc.	1982.00000
60 Software	61.00000 Wall Data Inc.	1982.00000
61 Software	62.00000 WordPerfect Corp.	1979.00000
62 Software	63.00000 Zenographics Inc.	1979.00000
64 Online Services	0.00000 America Online	
65 Online Services	0.00000 CompuServe	
66 Online Services	0.00000 Prodigy	
67 Online Services	0.00000 Microsoft Network	1995.00000
68 Online Services	0.00000 Starwave	
69 Online Services	0.00000 AT&T Interchange	
70 Online Services	0.00000 Total Entertainment Network (TEN)	
71 Online Services	0.00000 Apple Computer -- eWorld	
72 Software	0.00000 Iceberg Software, L.L.C.	1995.00000
73 Software	0.00000 MarketShare Corp.	1994.00000

ADDRESS,C,99

P.O. Box 7900, 1585 Charleston Rd., Mountain View, CA 94039-7900  
411 1st Ave. South, #200, Seattle, WA 98104-2871  
168 Middlesex Tpke., Burlington, MA 01803  
One American Way, Pryor, OK 74361-8801  
2320 Marinship Way, Sausalito, CA 94965  
300 Roundhill Dr., Rockaway, NJ 07866  
215 First St., Cambridge, MA 02142  
100 Borland Way, Scotts Valley, CA 95066  
100 Cooper Ct., Los Gatos, CA 95030  
3 Expressway Plaza, Roslyn Heights, NY 11577  
5201 Patrick Henry Dr., P.O. Box 58168, Santa Clara, CA 95052-8168  
One Computer Associates Plaza, Islandia, NY 11788-7000  
110 Turnpike Rd., Westboro, MA 01581  
1600 Carling Ave., Ottawa, Ontario, Canada K12 8R7  
1400 E. Southern Ave., Tempe, AZ 85282  
1400 SW 119 Ave., Miami, FL 33186  
7 Cambridge Dr., Trumbull, CT 06611  
P.O. Box 1471, 3212 Lemone Blvd., Columbia, MO 65205  
2 Harris Court, B-1, Monterey, CA 93940  
4131 Westmark Dr., Dubuque, IA 52002-2627  
12012 Wickchester Ln., #600, Houston, TX 77079  
11400 Burnett Rd., Austin, TX 78758  
5870 Stoneridge Dr., #1, Pleasanton, CA 94588  
1938 Fourth St., San Rafael, CA 94901  
155 Linfield Dr., P.O. Box 3014, Menlo Park, CA 94026  
2591 Kerner Blvd., San Rafael, CA 94901  
800 South St., #305, Watermill Center Waltham, MA 02154  
3340 Peachtree Rd. NE, Atlanta, GA 30326  
6493 Kaiser Dr., Fremont, CA 94555  
55 Cambridge Pkwy., Cambridge, MA 02142  
One Global View, Troy, NY 12180  
101 Main St., Cambridge, MA 02142  
2710 Walsh Ave. , Santa Clara, CA 95051-0965  
55 Walls Dr., Fairfield, CT 06430-0192  
1303 E. Arapaho Rd., Richardson, TX 75081  
15395 SE 30th Pl., Bellevue, WA 98007  
One Microsoft Way, Redmond, WA 98052-6399  
600 E. Diehl Rd., Naperville, IL 60563  
One Parsons Dr., Hiawatha, IA 52233  
1505-C Pavilion Pl., Norcross, GA 30093  
465 Science Dr., Madison, WI 53711  
846 University Ave., Norwood, MA 02062  
18000 72nd Ave. South, #217, Kent, WA 98032  
Two Bala Plaza, Bala Cynwyd, PA 19004  
150 Pico Blvd., Santa Monica, CA 90405  
2200 Renaissance Blvd., King of Prussia, PA 19406  
282 Loudon Rd., Concord, NH 03301  
1310 Chesapeake Terr., Sunnyvale, CA 94089

Sheet1

400 Encinal St., Santa Cruz, CA 95061  
One Harbor Dr., Sausalito, CA 94965  
3165 Kifer Rd., P.O. Box 54983, Santa Clara, CA; 95056-0983  
5993 Avenida Encinas, Carlsbad, CA 92008  
56 Technology, Irvine, CA 92718  
722 Yorklyn Rd., Hockessin, DE 19707-8701  
10201 Torre Ave., Cupertino, CA 95014  
625 Academy Dr., Northbrook, IL 60062  
1390 Villa St., Mountain View, CA 94041  
2130 Main St., #250, Huntington Beach, CA 92648  
18702 North Creek Pkwy., Bothell, WA 98011  
17769 NE 78th Pl., Redmond, WA 98052-4992  
1555 N. Technology Way, Orem, UT 84057-2399  
4 Executive Circle, Irvine, CA 92714  
8619 Westwood Center Dr., Vienna, VA 22182-2285  
5000 Arlington Centre Blvd., P.O. Box 20212, Columbus, OH 43220  
445 Hamilton Ave., White Plains, NY 10601  
One Microsoft Way, Redmond, WA 98052-5550  
13810 SE EastGate Way, Bellevue, WA 98005  
25 First St., Cambridge, MA 02141  
562 Mission St., Suite 510, San Francisco, CA 94105  
20525 Mariani Ave., Cupertino, CA 95014  
201 Elden St., Suite 187, Herndon, VA 22070  
12020 Sunrise Valley Dr. -- #100, Reston, VA 22091

Sheet1

TELEPHONE,C,60	FAX,C,15
800-833-6687	408-655-6096
800-628-2320	206-343-3360
800-451-1018, 800-852-5750	800-952-8363
918-825-7555	918-825-6359
415-332-2344	415-331-8093
800-322-6962	201-586-8885
800-522-3668	617-868-4732
408-431-1000	408-439-9262
800-535-7226, 408-395-7000	408-354-2743
800-243-9462	516-484-5110
408-727-8227	408-987-7460
800-225-5224, 516-342-5224	516-342-5734
800-325-9035, 508-366-1122	508-366-2954
613-728-8200; 800-772-6735, 800-836-3729, 800-836-7274	613-761-9176
800-292-2962, 602-831-2607	602-345-5703
800-451-3539, 305-238-0012	305-238-0017
800-243-5123, 203-243-5123	203-365-2317
314-443-3282	314-875-0595
408-648-4000	408-648-4020
800-678-6565, 319-556-8392	319-556-5321
800-989-8908, 713-496-9400	713-496-1090
800-992-4777	n/a
800-822-3522, 510-734-6767	510-734-8337
800-833-8082, 415-454-7101	415-454-8901
800-624-8742	415-852-0155
800-452-6335, 415-453-6700	415-453-7782
617-647-7700	617-647-4121
800-444-8575	404-399-5755
800-852-2255;	510-792-9628
800-553-4270	617-693-6512
518-285-6000	518-285-6080
800-628-4223, 617-577-1017	617-577-8829
800-866-6585, 408-988-3832	408-970-9727
203-255-1441	203-256-5159
214-234-1769	214-994-6475
800-248-2001, 206-649-9500	206-746-9438
206-882-8080	206-883-8101
800-288-4912, 708-505-3300	708-505-7917
800-223-6925, 319-395-9626	319-395-7449
800-247-3224, 404-564-5700	404-564-5888
800-368-5283, 608-273-6000	608-273-8221
800-452-0120, 617-551-4000	617-551-3725
800-231-1293, 206-251-1900	206-251-5057
800-423-0245, 610-667-8600	610-667-7894
800-354-3222, 310-314-3222	310-314-4217
215-277-7600	
800-678- 6336	603-224-1955
800-999-5910, 408-743-4300	408-747-1245

Sheet1

800-726-8649	408-427-5418
800-944-1000	415-444-9901
800-234-2500, 408-980-1729	408-980-0729
619-431-7474	619-431-0880
800-854-3415	714-753-0374
800-237-9383, 302-234-1740	302-234-1760
800-441-7234, 408-253-9600	408-252-4696
800-323-7744, 708-559-1300	708-559-1360
415-962-0195	415-962-0201
800-531-0450, 714-969-7746	714-960-1886
800-343-8080	206-485-6786
800-222-0861	206-885-9250
800-451-5151, 801-225-5000	801-222-4377
800-366-7494, 714-851-6352	714-851-1314
800-827-6364	
800-848-8199	
800-PRODIGY	
800-386-5550	
206-957-2000	
617-252-5477	
415-495-0743	
800-775-4556	
703-435-3427	703-435-9049
703-476-2220	703-476-2220

Sheet1

HEADOFCOMP,C,50	NUMBEROF	OWNER	GROSS_RE	REVENUE
John E. Warnock, chairman and CEO	999.00000	Public	313.40000	0.18000
Paul Brainerd, chairman and president	1000.00000	Public	206.70000	0.19000
Richard Rabins and Selwyn Rabins, cochairmen	132.00000	Private		
Bruce Taylor, president	37.00000	Private	12.20000	0.02000
Carol Bartz, CEO	1788.00000	Public	405.50000	0.15000
Christopher P. Lee, president	50.00000	Private		
Ray Boelig, president and CEO	65.00000	Private		
Philippe Kahn, president, chairman, and CEO	1750.00000	Public	463.90000	-0.03000
Robert Teresi, president and CEO	187.00000	Public	33.20000	-0.23000
ReiJane Huai , president and CEO	368.00000	Public	50.70000	1.84000
Daniel L. Eilers, president and CEO	700.00000	Public	155.00000	0.48000
Charles B. Wang, chairman and CEO	7000.00000	Public	1800.00000	0.22000
John J. Henderson, CEO	35.00000	Private	5.70000	-0.03000
Michael Cowpland, president and CEO	330.00000	Public	140.00000	0.56000
Michael Glaser, president	40.00000	Private	4.20000	0.11000
Charles Casanave III, president	72.00000	Private	8.00000	0.11000
Stephen R. Page, president	260.00000	Private	30.00000	-0.09000
William Bruce Barkelew, president	180.00000	Private	27.00000	0.08000
Ray Kingman, CEO	40.00000	Private	5.80000	-0.13000
Rod Blum, CEO	180.00000	Private	10.50000	0.67000
Tim Farrell, CEO	65.00000	Private	7.80000	0.44000
Lee Reiswig, president		Public		
Jo-L Hendrickson, president and CEO	50.00000	Private	6.20000	-0.16000
Martin Sacks, president	125.00000	Public	13.10000	0.70000
Bill Campbell, president	1100.00000	Public	121.30000	0.45000
Joseph Osborn, president	65.00000	Private	7.50000	0.15000
Abe Ostrovsky, chairman and CEO	140.00000	Public	8.80000	0.84000
Francis A. Tarkenton, chairman and CEO	950.00000	Public	128.80000	0.10000
Bill Dinsmore, president and CEO	137.00000	Public	27.50000	0.41000
Jim Manzi, CEO	4400.00000	Public	981.20000	0.13000
Brian D. Owen, CEO	200.00000	Public	18.40000	0.74000
Allen Razdow, chairman and CEO	150.00000	Public	26.00000	1.24000
Bill Larson, CEO	60.00000	Public	17.90000	0.31000
Paul Harrison, president	90.00000	Private	28.90000	0.41000
Gordon M. Tucker, president and CEO	269.00000	Public	56.50000	-0.07000
Art Miller, president and CEO	100.00000	Private		
William H. Gates, chairman and CEO	15000.00000	Public	3700.00000	0.36000
Ron Birchall, president	140.00000	Private	16.20000	-0.06000
Bob Parsons, president	400.00000	Private	41.00000	0.10000
Bill Goodhew, president	185.00000	Private	26.00000	0.13000
Tom Wolfe, president and CEO	100.00000	Private	11.20000	0.28000
Ron Fisher, president	300.00000	Public	76.20000	0.07000
Janis Machala, CEO	40.00000	Private	5.90000	0.08000
Joel Koppelman, president	185.00000	Private	22.20000	0.07000
Theresa Myers, president and CEO	210.00000	Public	44.90000	-0.18000
Mark H. Goldstein, president and CEO	100.00000	Private	8.00000	0.16000
Murray P. Fish, CEO and CFO	114.00000	Private		
Robert A. Vanourek, CEO	1800.00000	Public	230.00000	0.15000

Sheet1

Lars Turndal, president and CEO	1100.00000	Public	178.20000	0.09000
Robert Davies, president and CEO	100.00000	Private		
Irfan Salim, president and CEO	240.00000	Public	104.40000	-0.33000
Gary Clow, president and CEO	150.00000	Public	37.00000	0.11000
David W. Hanna, chairman, president, and CEO	256.00000	Public	28.00000	0.30000
David Goodman, president and CEO	36.00000	Private	7.00000	0.06000
Gordon E. Eubanks, president and CEO	1200.00000	Public	267.00000	0.19000
Dan Dorey, chairman	60.00000	Private	9.80000	-0.08000
Heidi Rozen, CEO	50.00000	Private	8.70000	0.10000
C. Shannon Jenkins, president and CEO	29.00000	Public	4.90000	0.44000
Mark Eppley, chairman and CEO	125.00000	Private	21.70000	0.13000
James Simpson, president and CEO	480.00000	Public	64.60000	1.03000
Ad Rietveld, president and CEO	4800.00000	Private	707.00000	0.22000
Robert E. Romney, president	25.00000	Private	3.30000	0.06000

Len Smith, President and CEO	8.00000	Private	0.00000	0.00000
		Private	0.00000	0.00000



PRODUCT,C,250

Adobe Illustrator

Aldus FreeHand, Aldus Persuasion, Aldus PageMaker

Alpha Four, db.Quick

DesignCAD 3D, DesignCAD 2D

AutoCAD, Release 12

M.Y.O.B. Small Business Accounting

Bitstream Font Packs, Bitstream TypeShop

Borland Office, dBASE, Paradox for DOS, Paradox for Windows

OmniPage Professional, PageKeeper

ARCserve for NetWare--Windows Edition, Cheyenne Utilities

ClarisDRAW, ClarisImpact, ClarisWorks for Windows, FileMaker Pro

CA-Clipper, CA-Clipper Tools, CA-SuperCalc

R&R Code Generator, R&R Report Writer

CorelDRAW

Professional Accounting Series (PAS III)

Data Flex, FleQL, WinQL

DataEase, DataEase SQL Connect for DOS (and OS/2)

ProComm Plus

DeltaGraph Professional,

Architecture Series, Construction

DynaComm

IBM OS/2, IBM PC DOS

AnyTime for Windows, Professor MultiMedia, Professor Series

Personal Law Firm, Picture This!, TurboCAD

QuickBooks, Quicken

SigmaPlot, SigmaStat

JetForm-Design, JetForm Filler

Application Development Workbench, Flashpoint, Legacy Workbench, ObjectView

Reader Rabbit Series, Student Writer Center

Ami Pro for OS/2, Ami Pro for Windows, Freelance Graphics for DOS, Freelance Graphics for OS/2, Freelance Graphics for Windows

MapInfo

MathCAD

NetShield, Viruscan

Managing Your Money, TaxCut

ABC Flowcharter, Micrografx Designer

R:BASE

Microsoft Access, Microsoft Excel, Microsoft FoxPro, Microsoft Office, Microsoft PowerPoint, Microsoft Windows, Microsoft Word

Palindrome Backup Director

It's Legal, Personal Tax Edge, MoneyCounts

Peachtree Accounting, Peachtree Client Write-up

Intersect Concentrator, SmarTerm

CD Essentials, Eclipse Fax for Windows, Eclipse Find for Windows

ChartBuilder, Code Print Pro for Visual Basic

Primavera Project Planner

DESQview, QEMM, QRAM

Reuters Money Network, WealthBuilder by Money Magazine

RealWorld Business and Accounting Software

Plexus FloWare, Plexus XDP

## Sheet1

SCO Open Desktop, SCO Unix Operating System  
SBT Pro Series, VisionPoint, Series 7  
Harvard Graphics  
Stacker 3.1 (and higher)  
M.A.S. 90 Evolution/2  
The New York Times Crossword Puzzles, Typecase CD-ROM  
ACT! for Windows, Fastback Express, The Norton Antivirus, The Norton Desktop  
Publish It! for Windows  
ClickArt, SnapArt  
CheckIt PRO, CheckIt PRO: SysInfo  
CommWorks for Windows, LapLink  
Rumba for NetWare Systems  
WordPerfect for DOS, WordPerfect for Windows, WordPerfect Office  
SuperPrint, SuperQueue, ZScript  
America Online  
CompuServe Information Service  
Prodigy  
MSN  
ESPNET SportsZone, Mr. Showbiz, Outside Online, Family Planet  
Interchange  
TEN  
eWorld  
TellMe

DA

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TECHNICALS,C,225

408-986-6515

Aldus FreeHand, 206-628-4532, Aldus PageMaker, 206-628-4531; Aldus Persuasion, 206-628-4533

617-272-3680; fax, 617-273-1507

918-825-4844; fax, 918-825-6359

None

201-586-2269; fax, 201-586-8885

617-497-7514; fax, 617-868-4732

Borland Office, 408-461-9199; dBASE, 408-431-9060; Paradox for DOS, 408- 461-9155; Paradox for Windows, 408- 461-9160

800-462-2373, 408-395-8319

800-243-9832; fax, 516-484-3493

408-727-9004; fax, 408-727-9054

CA-Clipper, CA-Clipper Tools, 310-348-4400 (toll-free number released to paid subscribers); fax, 310- 348-4401; SuperCalc, 408-366-1122; fax, 508-366-2954, 508- 366-5315

613-728-1990; fax, 613-761-9175

800-292-2962, 602-831-2607; fax, 602-345-5703

305-232-3142; fax, 305-238-0017

203-374-2825; fax, 203-374-2020

314-875-0530; fax, 314-875-0595

408-375-4700; fax, 408-648-4048

800-477-0909, 319-556-8392; fax, 319-556-5321

713-588-6868; fax, 713-496-1090

800-992-4777

800-331-3313, 510-734-6767; fax, 510-734-8337

415-454-7101; fax, 415-454-3518

415-858-6010; fax, 415-852-9911

800-852-9566, 415-453-7196; fax, 415-453-7789

613-230-4700; fax, 613-594-8886

800-344-2662; fax, 404-399-5755

800-852-2255; fax, 510-792-9628

Ami Pro for OS/2, 800-672-4123; Ami Pro for Windows, Freelance Graphics for Windows, Lotus Improv, Lotus 1-2-3 for Windows, 800-552-2511, 518-285-6000; fax, 518- 285-6080

617-577-1778; fax, 617-252-5666

408-988-4181; fax, 408-970-9727

Managing Your Money, 203-255-7562; fax, 203-256-5195; TaxCut, 203-259- 3427; fax, 203-256-5195

214-234-2694; fax, 214-994-6476

206-649-9551; fax, 746-9350

Access, 206-635-7050; DOS, 206-646- 5104; Excel, 206-635-7070; FoxPro, 206-635-7191; Office, 206-635-7056; Visual Basic, 708-505-3300; fax, 708-505-3337

319-395-7314; fax, 319-395-9600

404-279-2099; fax, 404-564-8080

608-273-4357; fax, 608-273-8227

312-541-0262; fax, 312-541-0514

206-251-3515; fax, 206-251-5057

610-668-3030; fax, 610-667-0652

310-309-4250; fax, 310-309-3217

800-777-7424 (installation only), 610-239-0720; fax, 215-278-6115

603-228-3433; fax, 603-224-1955

800-688-4895, 408-743-4376; fax, 408-743-4434

Sheet1

800-347-4381, 408-425-4726; fax, 408-427-5443  
415-444-9900; fax, 415-444-9903  
408-988-4005; fax, 408-980-1518  
619-431-7474; fax, 619-431-1073  
800-854-3415; fax, 714-753-1778  
302-234-1750; fax, 302-234-1760  
503-345-3322; fax, 503-334-7473; ACT (only?) 541-465-8645  
708-559-1331; fax, 708-559-1358  
415-962-0195; fax, 415-962-0201  
800-531-0450, 714-969-7746; fax, 714- 960-1886  
206-483-8088; fax, 206-487-1284  
800-927-8622; fax, 206-885-7884  
800-451-5151, 801-225-5000; fax, 801- 222-4377  
714-851-2191; fax, 714-833-7465

900-288-2345

FREE\_TECHN,C,254

90 days  
60 days  
Unlimited  
None  
30 days  
Unlimited  
Unlimited (installation and configuration only)  
Unlimited  
Unlimited  
90 days  
3 months  
60 days  
Unlimited  
Varies  
90 days  
10 free calls  
Unlimited  
Unlimited  
30 days  
90 days  
  
Unlimited  
90 days  
Life of  
Unlimited  
Unlimited  
ObjectView, 30 days; all others, 90 days  
Unlimited  
90 days  
90 days  
Unlimited (current version only)  
2 years  
Life of product  
Life of product  
Unlimited\*  
DOS, FoxPro, Visual Basic, Windows, 90 days from first call; all others, unlimited  
Unlimited  
Unlimited  
30 days  
Life of product  
60 days  
60 days  
1 year  
90 days  
Unlimited  
None  
Unlimited

60 days  
5 years  
90 days  
90 days  
90 days  
Unlimited  
90 days  
Unlimited  
Unlimited  
Life of product  
Unlimited  
90 days  
Office, 90 days; all others, 180 days  
1 year after discontin- uance of product

via fax



Sheet1

TECHSUPPHO,C,99

9:00-8:00 M-F

10:00-8:00 M-F

9:15-7:00 M-Th., 10:00-7:00 F

9:00-7:00 M-F

None

9:00-6:00 M-F

9:00-5:00 M-F

9:00-8:00 M-F

11:00-8:00 M-F

8:00-10:00 M-F, 10:00-4:00 Sat., Sun.

9:00-9:00 M-Th, 9:00-5:00 F

CA-Clipper, CA-Clipper Tools, 9:00-8:00 M; 9:00-5:30 Tu.-F; CA-SuperCalc, 9:00-8:00 M-F

9:00-5:00 M-F

4:00-8:00 M-F

9:30-8:00 M-F

9:00-5:30 M-F

9:00-6:00 M-F

10:00-6:00 M-F

10:00-8:00 M-F

9:00-7:00 M-F

9:00-6:00 M-F

60 days

11:00-8:30 M-F

10:00-9:00 M-F

QuickBooks, 24 hours, 7 days; product Quicken 1.0-6.0, 8:00-8:00 M-F ; Quicken 7.0, 24 hours, 7 day

10:00-8:00 M-F

9:00-7:00 M-F

8:30-8:00 M-F

10:00-9:00 M-F, 11:00-7:00 Sat.

8:00-8:00 M-F

9:00-7:00 M-F

9:00-5:30 M-F

10:00-8:30 M-F

Managing Your Money, 9:00-6:00 M-F; TaxCut, 9:00-6:00 M-F (extended hours during tax season)

8:00-12:00 M-F, 9:00-6:00 Sat., Sun.

10:00-7:00 M-F

9:00-9:00 M-F

8:00-8:00 M-F

8:00-11:00 M-F, 10:00-2:00 Sat.

8:30-5:30 M-F

9:30-6:00 M-F

10:00-6:30 M-F

11:00-7:30 M-F

8:00-7:00 M-Th., 8:00-6:00 F, 9:00-2:00 Sat.

5:30-7:30 M-F

8:30-11:30 M-F, 9:30-5:00 Sat.

8:30-6:00 M-F

8:00-8:00 M-F

## Sheet1

9:00-8:00 M-F  
9:00-8:00 M-F  
11:00-7:00 M-F  
11:00-8:00 M-F  
9:30-8:30 M-F  
8:30-5:00 M, Tu.  
10:00-7:00 M-F  
10:00-6:00 M-F  
12:00-8:00 M-F  
10:00-8:00 M-F  
1100-8:00 M-F  
9:00-9:00 M-F  
WordPerfect Office, 24 hours M-F; all others, 24 hours, 7 days  
10:00-7:00 M-F

8-6 ET, M-F

Sheet1

TECHSUPP90,C,100  
900-555-2362, \$2.00  
900-555-2200, \$2.00 (first 2 minutes free)  
900-555-2574, \$2.00 (first minute free)  
None  
None  
None  
None  
Borland Office, 900-555- 1003; dBase, 900-555-1008; Paradox for DOS, 900-555- 1000; Paradox for Wind  
None  
None  
900-230-3000, \$2.00  
None  
None  
None  
None  
None  
None  
None  
None  
None  
None  
None  
24 hours, 7 days  
None  
None  
None  
None  
None  
ObjectView only, 900- 555-5945, \$2.75  
None  
900-555-6887, \$2.95  
None  
None  
None  
None  
None  
900-454-9730, \$2.00  
Visual Basic, 900-555- 2300, \$2.00 (\$95 maximum); all others, 900-555-2000, \$2.00 (\$25 maximum)  
None  
None  
None  
None  
None  
None  
None  
None  
None  
900-988-7325; first minute, \$5.00; each additional minute, \$3.50  
None

Sheet1

None

900-454-9900, \$3.00

900-555-4321, \$2.00

None

None

None

900-646-0001,ACT! for Windows; all others, 900-646-0007; \$2.00 (\$25 maximum)

None

None

None

None

None

800-321-5906, except WordPerfect Office (for 900 listing), \$2.00

None

\$2.00

Sheet1

PUBLICBBSS,C,112

CompuServe (GO ADOBE)

America Online (Aldus Forum), CompuServe (Aldus Forum)

CompuServe (PC VENE 15), America Online (ASTECH), Prodigy (Computer Support Business Software)

None

CompuServe (GO ADESK), Internet (ftp.autodesk.com)

CompuServe (Accounting Forum)

None

BIX (BORLAND), CompuServe (GO BORLAND), GENie (JOIN BORLAND), Internet (ftp.borland.com)

America Online (CAERE), CompuServe (GO DTPBVEN)

CompuServe (GO CHEYENNE)

America Online (Claris), AppleLink (CLARIS.Tech), CompuServe (GO CLARIS)

CompuServe (GO CLIPPER); CA- SuperCalc, CompuServe (GO SUPERCALC)

CompuServe (GO DBA)

CompuServe (GO COREL)

None

CompuServe (GO DACCESS)

CompuServe (DataEase Forum)

CompuServe (GO DSTORM)

America Online (DELTAPOINT), CompuServe (GO WINAPD)

None

CompuServe (GO DYNACOMM)

900-225-5522, \$2.00

None

None

CompuServe (GO INTUIT)

Internet (support@jandel.com)

None

Advantis (KWIKLINK), CompuServe (KWIKSERVE)

None

Ami Pro for OS/2, Ami Pro for Windows, CompuServe (GO LOTUS, GO LOTUS WP); all others, CompuServe (GO LOTUS)

None

None

America Online (McAfee), CompuServe (GO MCAFEE), Internet (ftp.mcafee.com)

CompuServe (MECA Forum)

CompuServe (Micrografx Forum)

CompuServe (Microrim Forum)

CompuServe (GO MICROSOFT)

CompuServe (NOVHW)

CompuServe (PT Forum), GENie (Category 31)

America Online (Peachtree), AppleLink (Peachtree), CompuServe (GO WINPEACH), Prodigy (Financial Software Forum)

None

None

CompuServe (GO PINNACLE)

CompuServe (PCVENDB), Internet (tsupport@primavera.com)

BIX (JOIN DESQVIEW), CompuServe (Quarterdeck), Internet (comp.os.msdos.desqview)

CompuServe (GO REALITY)

None

None

Sheet1

CompuServe (SCO FORUM)

CompuServe (GO DBADVISOR)

CompuServe (GO SPC FORUM) (first minute free)

America Online (STAC), CompuServe (STAC Forum)

None

CompuServe (GO SWFTE)

America Online (Symantec), CompuServe (GO SYMANTEC)

America Online (Timeworks), CompuServe (DTPUEND), GENie (Timeworks), Prodigy (Computer Support BBS)

America Online (Computer Forum), CompuServe (GO MACVEN)

None

CompuServe (Palmtop Forum)

None

CompuServe (WPfiles, WPusers), Internet (ftp.151.155.3.17), SpaceWorks (800-577-2235)

CompuServe (GO ZENO)

Sheet1

PRIVATEBBS,C,60	PA
408-562-6839	y
206-623-6984	y
617-229-2915	y
918-825-4878	n
None	y
None	y
None	n
408-431-5096	y
408-395-1631	n
516-484-3445	n
408-987-7421	y
408-988-5366	y
None	y
613-728-4752	y
602-345-5784, 602-345-0205	y
None	y
None	y
314-875-0503	n
None	n
Released to registered users	y
None	y
CompuServe (IBMLink) 919-517-0095,	y
None	n
415-454-2893	y
None	y
415-453-7889	n
613-563-2894	y
None	y
None	n
Ami Pro for Windows, 617-693-7000; all others, 617-693-7000	y
None	y
None	n
408-988-4004	y
203-259-2191	y
214-664-4194	n
206-649-9836	y
206-936-6735	y
708-505-3336	y
None	n
None	y
608-273-6595	y
None	n
206-251-6218	n
610-660-5833	y
310-314-3227	y
None	n
603-224-8437	y
408-743-4479	y

Sheet1

408-426-9495	y
415-332-8131, 415-332-9308	y
408-986-0342, 408-986-1272	y
619-431-5956	y
Released to registered users	y
None	n
503-484-6699	y
None	y
None	n
714-969-0688	y
206-485-1736	n
None	y
801-225-4414	y
714-851-3860	n

n



AUTOMATEDV,C,145

408-986-6587

206-628-5737

617-229-2080

None

None

201-586-1553

None

800-822-4269

800-535-7226, ext. 4

800-243-9832, 800-243-9462

800-800-8954, 408-987-3900

None

None

613-728-0826, ext. 3080

None

None

None

None

408-648-4021

None

None

800-992-4777

None

415-454-7101

415-858-6090

None

None

None

None

800-346-3508

None

617-577-1778

408-988-3034

None

None

206-649-2789

Access, Excel, Office PowerPoint, Word for DOS, Word for Windows, 800-936-4100; DOS, Windows, 800-936-4200; FoxPro, 708-505-3300

None

404-925-2777

None

None

206-251-3513

None

310-314-3214

None

None

None

Sheet1

408-427-6800  
415-331-0172  
408-988-6126  
619-431-8585  
None  
302-234-1760  
800-554-4403  
None  
None  
800-531-0450, 714-969-7746  
206-487-5410  
None  
WordPerfect for Windows, 801-228-9920; all others, 800-228-9960  
714-833-7472



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