

Sheet1

Software Vendors' Support Policies  
Companies listed in alphabetical order

Vendor	Aldus Corp.	Borland International	
Product	Persuasion	Applause	dBASE
Technical support number	206-628-2040	408-438-8298	408-431-9060
Phone support hours (E.S.T.)	10:00-7:00 M-F	9:00-8:00 M-F	9:00-8:00 M-F
Free phone support	90 days	Unlimited	Unlimited
Toll-free phone support available	y	y	n
Free of extended-plan charge	n	n	N/A
900 number	y	n	n
Public BBS support available	CompuServe	CompuServe	CompuServe, GEnie
Private BBS support number	None	408-431-2275	408-439-9096
Extended support plans available	y	y	y
Corporate support plans available	y	y	y

N/A-Not applicable: This service is not offered.

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			Computer Associates International	DataEase International	Fox Software
MultiMate	Paradox	Quattro Pro	CA-SuperCalc	DataEase	FoxPro
408-438-8298	408-438-5300	408-438-5300	408-432-1764	203-374-2825	419-872-43
9:00-8:00 M-F	9:00-8:00 M-F	9:00-8:00 M-F	9:00-8:00 M-F	9:00-6:00 M-F	8:30-5:00 M-F
Unlimited	Unlimited	Unlimited	90 days	6 months	Unlimited
y	y	n	y	y	y
n	n	N/A	n	n	n
n	n	n	n	n	n
CompuServe	CompuServe, GEnie, BIX	CompuServe, GEnie, BIX	None	None	CompuServe
408-431-2275	408-439-9096	408-439-9096	None	203-374-6302	None
y	y	y	y	y	n
y	y	y	n	y	y

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IBM Corp.	Lotus Development Corp.
DisplayWrite	Ami Pro
800-336-5430	404-399-5505
9:00-8:00 M-F	8:30-8:00 M-F
Unlimited	Unlimited
y	n
y	N/A
n	n
CompuServe	CompuServe
214-402-5222	404-851-1371
n	n
n	y