

Sheet1

Vendor	Lotus Development Corp.	
Product	Freelance Graphics	Lotus 1-2-3 (DOS and Windows versions)
Technical support number	800-223-1662	800-223-1662
Phone support hours (E.S.T.)	8:30-8:00 M-F	24 hours, 7 days
Free phone support	90 days	90 days
Toll-free phone support available	y	y
Free of extended-plan charge	n (after 90 days)	n (after 90 days)
900 number	y	y
Public BBS support available	CompuServe	CompuServe
Private BBS support number	None	None
Extended support plans available	y	y
Corporate support plans available	y	y

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

Sheet1

	Micro Data Base Systems (MDBS)	Micrografx	Microrim	Microsoft Corp.
Manuscript	KnowledgeMan	Charisma	R:BASE	Excel
800-223-1662	317-448-6187	214-234-2694	206-649-9551	206-635-7070
8:30-8:00 M-F	8:00 A.M.-12:00 noon, 1:00-5:00 P.M. M-F	24 hours M-F; 8:00-5:00 Sat., Sun.	10:00-7:00 M-F	9:00 A.M.- 9:00 P.M. M-F
6 months	90 days	Unlimited	Unlimited	Unlimited
y	n	n	y	n
n (after 6 months)	N/A	N/A	n	N/A
y	n	n	y	n
CompuServe	None	CompuServe	None	CompuServe, GEnie
None	317-447-6685	214-644-4194	206-649-9836	None
y	y	y	y	y
y	y	n	y	y

Sheet1

Multiplan	PowerPoint	Word	Word for Windows
206-454-2030	206-635-7145	206-635-7210	206-462-9673
9:00 A.M.-	9:00 A.M.-	9:00 A.M.-	9:00 A.M.-
9:00 P.M. M-F	9:00 P.M. M-F	9:00 P.M. M-F	9:00 P.M. M-F
Unlimited	Unlimited	Unlimited	Unlimited
n	n	n	n
N/A	N/A	N/A	N/A
n	n	n	n
None	CompuServe	CompuServe	CompuServe
None	None	None	None
n	n	n	n
y	y	y	y