

What Do I Get For My Money?

When you register, you will receive support via email. Send your questions to either of the email addresses listed in **Welcome**. You may also phone me directly using the telephone number listed in the **Welcome** section. Telephone support is much less stable than email, as I'm a working programmer - you'd be most likely to catch me at around 2am Central time. [Actually, I'm usually around from 11am to 2am Central time.] Also, in most cases I simply cannot afford to return many long distance phone calls for support, because \$30 doesn't cover very many minutes. Email is by far the most usable support route.

In the past, I've found that people seem overly apologetic when they call me. This leads me to believe that perhaps I have over-stressed my preference for email. This preference is based on practicality. With email, I can give you a full response, and do any necessary research to verify that my response is complete. By telephone, I have

to give answers on the fly, which means that my answers will not be as complete as if I had a half hour to fully spell things out. So, call by all means, but remember that you'll probably get more for your money by using email.

I will attempt to notify all registered users of upgrades, bug reports, and bug workarounds. If you do not have Internet access, send me a note, and I can try to work out a way to get updates, bug fixes, and other support to you.