

Technical Support Policy

NOTE: This policy replaces any previously published policies.

BEFORE CONTACTING TECHNICAL SUPPORT - Look in the online help (open the **Help** menu and choose **Help Topics**) or check the Frequently Asked Questions in the Support section of the MySoftware Web site (<http://www.mysoftware.com>) for answers you cannot find in the online help or manual. Both the online help and the Web site have information, such as helpful hints and last minute information, that may not have been available when the manual was printed.

TECHNICAL SUPPORT POLICY - Technical Support is available on a pay-per-incident basis. An incident is a single question or problem, regardless of how many contacts it takes to resolve. If you have additional questions or problems that are unrelated to the initial issue, these will be regarded as separate incidents and will be charged separately.

MySoftware's goal is to provide powerful, low-cost software solutions to home office and small business users. We have chosen not to include technical support costs in the price of our software. Calls to our support lines are toll calls to help us provide great service while keeping our prices low. Sorry, we cannot accept collect calls or calls from other than registered owners.

BEFORE YOU CALL - Please have your credit card ready, the program running and your serial number available. Your serial number is located on the program diskette, on the CD envelope, or you may be able to display it in the program (open the **Help** menu and choose **About**). If you received an error message while using the program, please provide the exact wording of the message.

Technical Support

at \$12.95 per incident
500-288-8583

Technical Support Hours

Monday through Friday, 6:00 A.M. to 5:00 P.M. Pacific Time
(Holidays excluded)

How to pay for support: You can pay for support at the time of your support request by giving us your credit card number and the serial number of the product, or you can send a check to pre-pay for support. When we receive your check, you will be notified by our Customer Service Department that you can call the above number for support on one incident. Please make your check payable to MySoftware Company in the amount of \$12.95. Make sure that you include the product name, your serial number, and your daytime phone number on the check. Mail the check to MySoftware Company, Attn: Technical Support Manager, 1259 El Camino Real, Suite 167, Menlo Park, CA 94025.

NOTE: This policy is subject to change without notice. Support services will be charged according to the prices, terms, and conditions in place at the time the services are used.
