

For pcANYWHERE Technical Support

Notice: The support services outlined below are available at the time of release of this product. Symantec reserves the right to change or eliminate support services or options at any time.

Complimentary Technical Support

- Available to registered users for 90 days from the date of your first call.
- (541) 465-8430 Monday through Friday, 7:00 a. m. to 4:00 p. m. Pacific time.

PriorityCare Services

PriorityCare offers two "pay as you go" options:

PriorityCare 800 number

- \$25 per call charged to your credit card (VISA, MasterCard or American Express).
- (800) 927-4012 Monday through Friday, 6:00 a. m. to 5:00 p. m. Pacific time.

PriorityCare 900 number

- \$2 per minute after the first minute charged to your telephone bill.
- (900) 646-0006 Monday through Friday, 6:00 a. m. to 5:00 p. m. Pacific time.

PremiumCare Services

Available to all registered users of Symantec products on an annual subscription basis.

Call (800) 441-7234 for information.

PremiumCare Gold support

- Unlimited calls on a toll-free 800 line.
- Average hold time kept to a minimum.
- Available Monday through Friday, 6:00 a.m. to 5:00 p.m. Pacific Time.

PremiumCare Platinum support

- Unlimited calls on a toll-free 800 line.
- Average hold time kept to a minimum.
- A Support Center Manual with troubleshooting, installation, configuration, and usage information.
- Quarterly updates of technical notes and bulletins.
- Instant access to senior support staff.
- Automatic updates of inline software revisions. (Inline software revisions do not include version upgrades.)
- Available Monday through Friday, 6:00 a.m. to 6:00 p.m. Pacific Time. After hours and weekend support is for an additional fee.

Online Services

Online services provide a variety of electronic service and support options.

Symantec BBS (available for software downloads only)

- (541) 484-6669 for 28.8 Baud

CompuServe

- Type GO SYMANTEC at any ! prompt.

America Online

- Type keyword: SYMANTEC

Internet

- World Wide Web: <http://www.symantec.com> (information only)
- FTP: <ftp.symantec.com> (downloads only)

Other Services

Fax on Demand (to receive the latest technical tips through your fax)

- (541) 984-2490 available anytime.

