

# Technical Support Policy

**This policy replaces any previously published policies.**

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MySoftware is committed to providing customers with excellent technical support, and we have trained representatives available to address questions and product issues. Technical Support is available for an additional fee. Since MySoftware's goal is to provide powerful, low-cost software solutions, we have chosen not to include technical support costs in the price of our software. Yet, we are happy to provide this service to those customers looking for additional assistance.

**RECOMMENDED STEPS 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 to your questions. Both the online help and the Web site have information, such as helpful hints and last minute updates.

**BEFORE YOU CALL** - **Please have your credit card ready, the program running, and your serial number available.** Your serial number is printed on the diskette label or the CD envelope. Also, if you received an error message while using the program, please provide the exact wording of the message.

**WHEN YOU CALL** - Your call will be answered by an automated voice system. You will be asked to enter your credit card number—this is done so that we can handle your call more efficiently. Be assured, your credit card will not be charged until you reach a support representative and begin describing your product issue.

**SUPPORT PRICING** - For current Technical Support pricing:

- Call our Technical Support line at 510-273-2026. (Calls to our support lines are toll calls, but this ensures we can keep our service prices as low as possible.)
- Check the Technical Support Policy in the Support section of the MySoftware Web site (<http://www.mysoftware.com>).

## Technical Support

510-273-2026

## Technical Support Hours

Monday through Friday, 7:00 A.M. to 4:00 P.M. Pacific Time  
(Holidays excluded)

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

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