

# Deneba Software

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## Technical Support Policies and Contact Information

Feb. 1, 1995

Deneba Software provides "one-stop" support for its customers. This means that, in most cases, you can have all your questions answered by one customer support representative. You can place orders, request product information, and get help with technical issues without waiting on hold and without being transferred from department to department.

Deneba is the only major graphics company that currently offers **unlimited free technical support**. There are no hidden costs with Deneba's products. Today, nearly every software company charges hefty support fees — \$25 per call, \$2 a minute or hundreds of dollars for annual service contracts. Some even charge customers when they call to report software bugs or a change of address. Our guess is that our competitors must get lots of costly support calls. We don't.

Deneba's Customer Support representatives are knowledgeable, responsive, and easy to reach. The average call is answered immediately; even during our busiest times, you can expect to wait on hold no more than a minute or two. And you can send questions to us by fax and request support by e-mail 24 hours a day.

### Free Technical Support Policy

Deneba Software provides free, unlimited technical support for registered users of Canvas™, Deneba artWORKS™, Spelling Coach Professional™ and The BigThesaurus™.

### Contact Information

**Customer and Technical Support by Phone:** For Customer Support, Technical Support and Product Information, call Deneba Software at (305) 596-5644. Hours of operation are 9 a.m. to 6 p.m. Eastern Time, Monday through Friday.

**Customer and Technical Support by FAX:** Users can fax technical questions, requests for product information and orders to Deneba Software at (305) 273-9069, 24 hours a day.

**Customer and Technical Support Online:** Deneba Software maintains forums on the major online services for customers who want technical support, product information and help with issues related to using Deneba Software products.

Users can post messages in Deneba's online forum message sections, and they can send private e-mail to the company's electronic mailboxes on America Online, AppleLink, CompuServe Information Service, and e•World. In addition, users can download program updates, tool files, answers to frequently asked questions and product announcements from the library sections on these services.

**America Online**

Forum section: Deneba  
E-mail address: Deneba

**AppleLink**

Forum section: Third Parties folder/Third Parties D-G/Deneba Software  
E-mail address: Deneba

**CompuServe**

Forum section: Macintosh Vendor Forum B (Go MACBVEN)  
E-mail address: 76004,2154

**e•World**

Forum section: Deneba  
Online address: Deneba 1