Contacting technical support

Symantec is committed to excellent service worldwide. Our goal is to provide you with professional assistance in the use of our software and services, wherever you are located. Symantec offers the following technical support options to help you get the most out of your software investment.

- **Symantec Service and Support Web site**
− For 24-hour access to technical product information, discussion groups, downloads, and FAQs, visit {button ,EF(`http://www.symantec.com/techsupp/',`',1)} http://www.symantec.com/techsupp. After you connect to the site, do the following to access different services:

    Symantec Support Genie − Click Support Genie.

    Symantec Newsgroups/Discussion Groups − Click Ask A Tech, click the appropriate product in the drop-down list, then click Go To Ask A Tech Page.

    Symantec Knowledge Base − Click Knowledge Base, click the appropriate product in the drop-down list, then type the appropriate keywords in the search field.

    Symantec FTP site − Click Files Downloads.

- **Telephone Support**
− Symantec offers 90 days of telephone technical support (from the date of your first call) at no charge to all registered users of Symantec software. The telephone number is provided in the About dialog. To locate the telephone number, click the About command on the Help menu, click the System Info tab, and then click the technical support icon. The telephone numbers then appear in the lower portion of the dialog.

Concord Fax Services Users − If you subscribe to Concord Fax Services (Fax Broadcast, Fax Mailbox, or Universal Mailbox), contact Concord directly at 800-792-0329 or 206-256-7500.

Contacting customer service

Symantec Customer Service builds and maintains long-lasting customer relations through consistent, expert service. Contact Customer Service to do the following:

- order an upgrade
- subscribe to the technical support solution of your choice
- receive product literature
- receive demonstration disks
- find out about dealers and consultants in your area
- replace missing or defective pieces from your package
- update your product registration with address or name changes

Symantec provides technical support and customer service worldwide. Services vary by country and include international partners (IPs) representing Symantec in regions where there is no Symantec office. Most IPs provide customer service and technical support in your local language, as close to your home or office as possible. To contact Customer Support, call the phone numbers shown below.

800-441-7234 (U.S. and Canada)

541-335-6054

A complete list of Symantec offices and worldwide service and support partners is available from the Symantec Customer Service automated fax retrieval service. The number is:

800-554-4403

541-984-2490

Sending feedback on the documentation

Symantec is interested in your suggestions for improving both the print and online documentation. We are interested in knowing what works and what needs improvement. Did you find errors, omissions, or confusing information? Tell us if you found information too difficult to find. Tell us where you looked for information, and where you looked first. Your feedback will help shape future versions of the documentation.

To forward your feedback, use any of the following methods:

- **Fax** - Fax your comments to 1-416-441-0333 to the attention of the Technical Publications Department.
- **Postal Letter** - Send a letter to: Symantec Corporation, Technical Publications Department, 895 Don Mills Road, 500-2 Park Centre, Toronto, Ontario, Canada, M3C 1W3