

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 (FTP), and FAQs, visit <http://www.symantec.com/techsupp>.

- **Customer Service**

- Contact customer service to request product information, order upgrades, and to subscribe to fee-based technical support solutions. To contact customer service, visit the customer service Web site at <http://service.symantec.com>.

Regional support – Telephone and internet support services vary from region to region. To view the technical support contact telephone number and Web site address for your region, do the following:

- 1 Start Message Manager.
- 2 On the Help menu, click About Message Manager. The About WinFax dialog appears.
- 3 Click the System Info tab, and then click Technical Support. Technical Support information for your region appears in the display box.

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

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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

