

## Ordering a Pegasus Mail Support Subscription

This option provides you with comprehensive ongoing documentation and support for both Pegasus Mail and its companion mail server product, Mercury. By taking out a support subscription, you will gain access to the manuals for both products with regular updates as new releases are made, for a period of a year. During that period, you will also be able to get technical support directly from the author of the programs, or from his designated support team, by e-mail.

*Manuals:* When your subscription is processed, you will be given access to manual sets for both Pegasus Mail and Mercury in printable PDF format, PostScript format, and Adobe PageMaker format. You can make these manuals or printed copies of them available to no more than the maximum number of users for the level you choose to license. You may not supply these manuals outside your organization - so, four companies cannot band together and purchase a single license: each company would require a separate license. Manuals are typically retrieved from a secure site using the FTP protocol, using a login code we will supply to you on processing of your order.

*Technical support:* You can designate up to three technical contacts at your organization: these contacts may contact us directly for technical support at any time. You can change the list of designated contacts at any time during the life of your subscription. Requests for technical support must be made by electronic mail, and we will attempt to answer them within 24 working hours. We do not normally provide technical support by telephone.

*Renewal:* A few weeks before your subscription expires, you will be sent a renewal invoice. To continue your subscription, simply process the invoice on your normal credit processing cycle. If you do not wish to continue a subscription, please contact us when you receive your renewal invoice and we will arrange to discontinue the contract.

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*Security:* Your order is sent via electronic mail to us for processing. It is encrypted in transport, so the details of your order are not at risk should the message be intercepted or go astray.

*Privacy statement:* Your privacy is of the greatest concern to us. We do not provide our client lists or details about our clients to anyone for any purpose. Our data is stored on a secure system not accessible from the Internet. You may request a review of the data we currently hold on you at any time and we will attempt to comply within 48 working hours. We undertake to ensure that the data we are holding is accurate, and will happily make reasonable changes on request if you wish.

## Ordering Single-user manuals for Pegasus Mail

Single-user manual sets are intended for use by individuals who run Pegasus Mail on a single computer instead of on a Local Area Network. When your order is processed, you will be sent a copy of the manual for Pegasus Mail in Adobe PDF format; you are also entitled to receive updates to the manual at any time on request during a period of one calendar year from the date your order is processed.

*Your responsibilities:* The manual set you are ordering is a licensed product, intended for your own personal use only. You may not make it available to any other person, in either electronic or printed form. Pegasus Mail is not a big corporation - it's a single person and a group of loyal volunteers who are attempting to provide a service in a world where free services are increasingly rare: our only source of income is from sales of manuals, so illegal distribution of the manual set directly impacts on our ability to remain viable. Please support us by observing this "no distribution" requirement scrupulously - we depend on your honesty and good will to keep providing our work for your benefit.

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*Security:* Your order is sent via electronic mail to us for processing. It is encrypted in transport, so your credit card details are not at risk.

*Privacy statement:* Your privacy is of the greatest concern to us. We do not provide our client lists or details about our clients to anyone for any purpose. Our data is stored on a secure system not accessible from the Internet. You may request a review of the data we currently hold on you at any time and we will attempt to comply within 48 working hours. We undertake to ensure that the data we are holding is accurate, and will happily make reasonable changes on request if you wish.

## Registering your copy of Pegasus Mail

If you do not feel that you need or can afford a manual set, but would still like to support the development of Pegasus Mail, then the registration option may be just the thing.

"Registering" your copy of Pegasus Mail costs US\$15, charged to either VISA or Mastercard. Registered users can choose to be added to a private mailing list and receive occasional newsletters and announcements about new versions of Pegasus Mail. The mailing list is guaranteed spam-free (it is heavily restricted) and we absolutely will never provide its contents to any other person or organization. We don't like spam any more than you do.

*Your address* In order to fulfil the terms and conditions of our contract with our credit card processing company, we are required to be able to provide your name, and your address as it appears on your credit card statements. We do not use your address for mailouts of any kind, nor will we supply it to anyone except our credit card company under any circumstances.

**Important note:** registering your copy of Pegasus Mail does not entitle you to receive personal technical support for the program, as it does if you purchase a manual set of any kind.

